hp business inkjet
2600/2600dn

hp invent
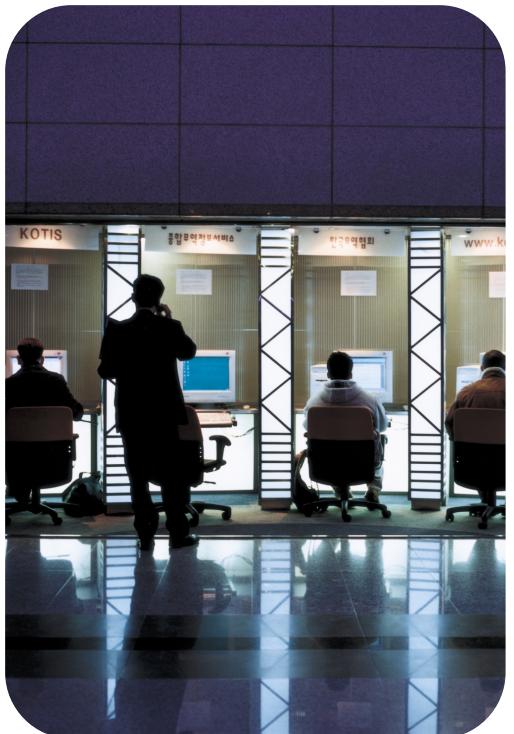
user's guide

hp business inkjet 2600
hp business inkjet 2600dn

user's guide

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1 Getting started

Thank you for purchasing this printer. This guide provides information about the following topics:

- Setting up the printer
- Installing and using printer software
- Connecting and using the printer on a network
- Printing on different media types
- Installing optional accessories
- Solving problems with the printer

Also, the following resources provide more information about the printer:

- **Setup Poster**

  The setup poster provides illustrated setup information. A printed version of this document is provided with the printer. Also, an electronic version is available as an Adobe® Acrobat® Portable Document Format (PDF) file on the Starter CD.

- **Reference Guide**

  The reference guide provides information about setting up the printer. This guide is provided with the printer in a printed format.

- **Printer Driver Online Help (Windows® only)**

  The online help provides information about using the printer driver.

- **HP Jetdirect Print Server Administrator's Guide**

  The guide provides information for configuring and troubleshooting the HP Jetdirect print server used with this printer. It is available as a PDF file on the Starter CD.

- **Embedded Web Server**

  The embedded Web server provides configuration, status, and diagnostic information about the printer. The embedded Web server can be used from a standard Web browser or from the Toolbox. For more information, see "Using the embedded Web server."

- **hp instant support**

  The **hp instant support** is a web-based tool that provides self-help troubleshooting tips and printer usage information. This e-service is enabled by the embedded Web server within the printer.

- **World Wide Web**

  The following HP websites have the latest printer software, product information, and support information available for the printer.

  - http://www.hp.com/support/businessinkjet2600
  - http://www.hp.com

2 Setting up

Understanding printer parts
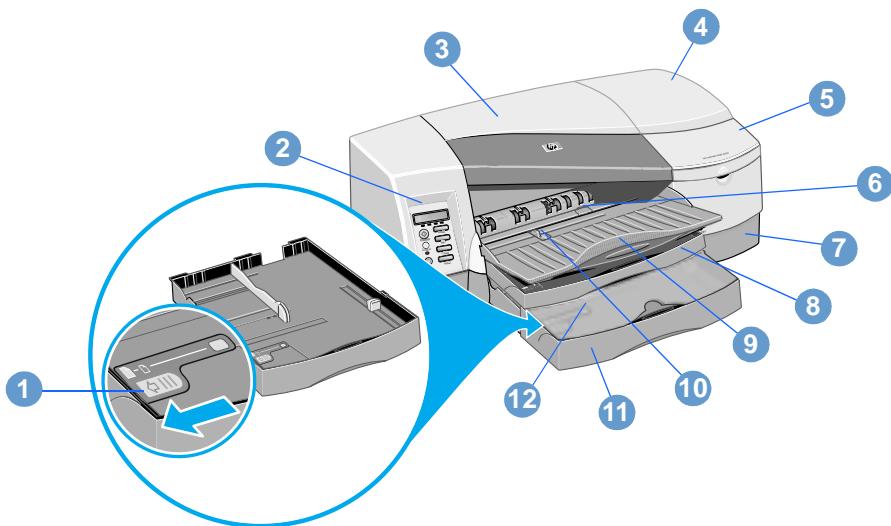
1	Tray extension lock (It allows a tray to be expanded to accommodate larger media sizes. Both tray 1 and tray 2 have tray extension locks.)	**6**	Front manual feed
		7	Tray 2 base (holds tray 2 and supports the printer)
2	LCD control panel	**8**	Tray 1
3	Top cover	**9**	Output tray
4	Printhead cover	**10**	Paper guide
5	Ink cartridge cover	**11**	Tray 2
		12	Tray 2 cover
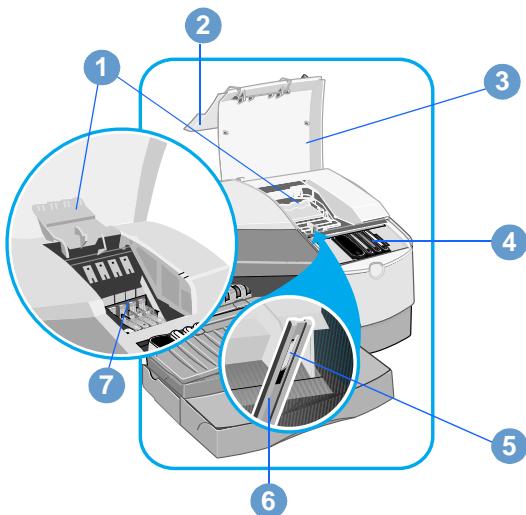
1 Printhead access latch (It provides access for installing or removing printheads from their color-coded sockets. To lift this latch, you must turn on the printer and install the ink cartridges first.)

2 Ink cartridge cover

3 Printhead cover

4 Ink cartridges

5 Hook (connects to the carriage lock and must be engaged for the printer to operate)

6 Carriage lock (secures the printhead access latch)

7 Printheads

1	Parallel port	**6**	Auto-duplex unit release buttons
2	Universal serial bus (USB) port		
3	HP PCL 5C/PS3 Card	**7**	Rear manual feed (It must be removed to install the optional auto-duplex unit.)
4	EIO slot (This slot allows an HP Jetdirect print server to be installed. By default, HP Business Inkjet 2600dn includes a print server in this slot.)		
		8	Rear manual feed release buttons
		9	Power input
5	HP Auto-Duplex Unit (optional) (included with the HP Business Inkjet 2600dn)		

Setting up the printer

To set up the printer, complete the following steps.

Note   For illustrated setup information, see the setup poster.

Step 1: Check the box contents

Unpack the printer and remove the packing tape and shipping foam.

Step 2: Install the printer trays

Install tray 2

1 Position the tray 2 base in the location where you want to place the printer. The printer is designed to rest directly on top of the base.

2 Lift the printer and align it with the tray 2 base.

3 Set the printer on top of the tray 2 base.

4 Place the tray 2 cover on the end of the tray.

5 Align tray 2 with the opening in the tray 2 base, and then slide the tray into the base until it snaps into place.

Install the output tray

1 Align the output tray with the slot above the tray 1 opening.

2 Slide the output tray firmly into the printer until it snaps into place.

Install tray 1

Slide tray 1 into the printer below the output tray until it snaps into place.

Step 3: Connect the power cord and turn on the printer

1 Connect the power cord to the printer and an alternating current (ac) power outlet.

2 Locate the power button on the LCD control panel and turn on the printer.

WARNING! To prevent electric shock, connect the power cord only to a grounded outlet. Only use the power cord included with the printer.

Step 4: Install the HP Auto-Duplex Unit (optional)

The printer can automatically print on both sides of paper with an optional printing accessory called the HP Auto-Duplex Unit.

The auto-duplex unit is included with HP Business Inkjet 2600dn, but it can be purchased separately for the HP Business Inkjet 2600. If your printer includes an auto-duplex unit, complete this step.

Note When the auto-duplex unit is installed, the rear manual feed is unavailable.

Duplexing might require additional memory. For more information, see "Additional printer memory."

1 While pushing the rear manual feed release buttons, slide the rear manual feed out of the printer.

2 Slide the auto-duplex unit into the printer.

Note After you have performed "Step 9: Install the printer software and connect the interface cable," configure the auto-duplex unit in the printer driver. For more information, see "Step 10: Enable the HP Auto-Duplex Unit in the printer driver (optional)."

Step 5: Set up the LCD control panel for your language (optional)

If necessary, attach the LCD control panel overlay for your preferred language, and configure the printer to display messages and print configuration pages in your preferred language.

Note When the printer is turned on for the first time, you have the option to set the language to display messages in different languages.

To configure the LCD control panel language

1   Ensure that the printer is turned off.

2   Press and hold VALUE on the LCD control panel and turn on the printer.

3   Press VALUE to scroll through the language list.

4   Press SELECT to confirm the language selection.

Step 6: Load paper and configure media types and sizes

By default, tray 1 is designed to support letter and A4 media, and tray 2 is designed to support larger media sizes. However, you can load any supported size or type of media in either tray.

To use your printer most effectively, decide which types and sizes of media you want to use in the paper trays, and then configure this information in the LCD control panel.

For more information about configuring paper trays, as well as a summary of media you can use with the printer, see "Selecting and using print media."

To load paper in the paper trays

1   Grasp the handle under the front of the tray, and then pull the tray out of the printer. If you are loading tray 2, remove the tray 2 cover.

2   Pinch and slide the paper length guide and paper width guide to their outermost positions.

3 For paper larger than legal size, follow these steps to extend the tray:

  a Locate the tray extension lock on the front left of the tray.

  b Slide it to the left, and then release it.
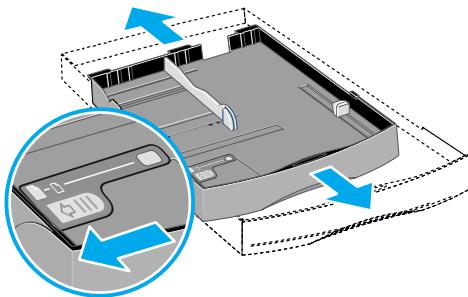
  c Pull the tray out lengthwise until it clicks into place. This extends the tray to support media up to Super B (13 x 19 inches) size.

Note To retract the tray after extending it, slide the tray extension lock once, and push the tray inward until it clicks.

4 Place up to 150 sheets of paper or 80 transparencies (up to 15 mm, or 0.58 inch, stacked) into tray 1 or up to 250 sheets of paper (up to 25 mm, or 0.98 inch, stacked) into tray 2. Make sure the print-side of the media is facing down, and do not overload the tray.

5 Pinch and slide the paper length guide and paper width guide until they fit snugly against the media.

6 If you have loaded tray 2, replace the tray 2 cover.
Align the tray with the opening in the printer and slide it back into place.

7 In the LCD control panel, set the type and size of paper loaded in each tray.

  a Press MENU until PAPER HANDLING MENU appears.

  b Press ITEM until TRAY 1 SIZE appears, press VALUE until the desired paper size appears, and then press SELECT.

  c Press ITEM until TRAY 1 TYPE appears, press VALUE until the desired paper type appears, and then press SELECT.

d Repeat steps b through c to set the paper size and type for tray 2.

e Press RESUME to exit the menu.

If you do not set all of the tray size and type settings, the printer prompts you to set the remaining options when you print a document.

Step 7: Install the ink cartridges

Note Install the ink cartridges before you install the printheads.

1 Lift the ink cartridge cover.

2 Remove each ink cartridge from its package.

3 Align the colored arrows, and then insert each ink cartridge into its color-coded socket.

4 Press firmly on the cartridges to ensure proper contact.

Step 8: Install the printheads

CAUTION Turn on the printer to install the printhead.

Do not attempt to force open the printhead access latch.

1 If the printer is not already on, turn it on.

2 Lift the printhead cover.

3 Open the printhead access latch by lifting it from the rear (1) and then pulling it forward and down to release the hook from the carriage lock (2).

4 Lift and push the printhead access latch toward the back of the printer (3).

5 Remove each printhead from its package.

6 Remove the protective tape from each printhead.

7 Insert each printhead into its color-coded socket.

Note The color positioning of the printheads does not correspond to the color positioning of the ink cartridges.

8 Press firmly on each printhead to ensure proper contact after installation.

9 Lift the latch so that the hook catches the carriage lock, and then push the latch towards the back of the printer. You might have to apply some pressure to close the printhead access latch.

10 Close the printhead cover and the ink cartridge cover.

11 Wait while the printer initializes the printheads. This can take a few minutes. When initialization is complete, an alignment page prints. If no alignment page prints, check to make sure there is media in the trays.

Step 9: Install the printer software and connect the interface cable

You can install the printing software for local printing or network printing. For local printing, you can connect the printer using a USB cable or a parallel cable.

Note Do not connect the printer using both the USB cable and a parallel cable.

For more information about using USB or parallel interface connections with your computer, see the documentation available for the computer.

Printing software components

The printing software includes the following components:

● **Printer drivers**

The following printer drivers can be used with the printer:

• PCL 5C

• Postscript

• ADI (to support AutoCAD™ releases 13 and 14)

- **HP Business Inkjet 2600 Series Toolbox**

  The HP Business Inkjet 2600 Series Toolbox provides printer status and troubleshooting information.

- **Screen fonts**

  Screen fonts (also called "printer matching fonts") are fonts used by the computer that correspond to the fonts in the printer. Adobe PostScript® 3™ screen fonts are also included.

- **Customization Utility**

  This utility lets you copy the selected installation options in the printer software onto floppy disks, to a hard drive, or a network drive.

Note   Printer installation software for UNIX® (HP-UX, Sun Solaris) networks is available for download at http://www.hp.com/support/net_printing.

For information about using the IBM PostScript 3 emulation printer driver for IBM OS/2, see http://www.hp.com/support/businessinkjet2600.

For information about installing the printer software for AutoCAD, see the *Installation and Use Guide* for the Autodesk ADI printer driver. This guide is located in the Docs\<language> folder on the Starter CD (where <language> is your preferred language).

If you are using Windows NT® 4.0, Windows 2000, or Windows XP, you must have administrator privileges to install a printer driver.

For Macintosh instructions, see "Using the printer with a Macintosh computer."

Connecting the printer using a USB cable

Use a USB cable to connect the printer to the computer if the computer has a USB port and is running Windows 98, Windows Millennium Edition (Me), Windows 2000, or Windows XP.

If your computer does not meet these specifications, connect the printer to your computer using a parallel cable.

In most cases, after you install the printer software and connect a printer to the computer, you can install additional printers with USB cables without reinstalling the printing software.

Note   It is recommended that you install the software *before* you connect the printer to the computer.

Do not connect the USB cable until you are prompted by the computer.

Software-first installation

1 Start Windows and make sure no other Windows applications are running.

2 Insert the Starter CD into the CD-ROM drive. The CD menu runs automatically.

If the CD menu does not run automatically, click **Start**, click **Run**, and at the command line box, type the letter of your computer's CD-ROM drive followed by :\SETUP (for example, type D:\SETUP).

3 Click **Install Printer Driver** from the CD menu.

4 Choose your language, and then click **OK**.

5 Follow the instructions on the screen.

6 Click **Connected to this computer**, and then click **Next**.

7 Click **USB**, and then click **Next**.

Note When connecting the printer using a USB cable, you can install either the PCL 5C or the Postscript printer driver at any one time.

8 Follow the instructions on the screen to complete the installation.

9 Connect the USB cable to the computer and the printer. The Found New Hardware wizard appears on the computer screen and the printer icon is created in the Printers folder.

Hardware-first installation

If you have connected the USB cable to the ports on the computer and the printer before installing the printer software, the Found New Hardware wizard appears on the computer screen.

1 Click **Next** in the Found New Hardware wizard.

2 Click **Search for the best driver for your device (Recommended)**, and then click **Next**.

3 Insert the Starter CD into the CD-ROM drive.

If the CD menu appears, click **Exit** twice to close the CD menu.

4   Select **Specify a location**, click **Browse** to locate the installation files for the operating system the computer is using, and then click **OK**.

- For Windows 98 and Windows Millennium Edition, use DRIVERS\<PRINTER DRIVER>\WIN9X_ME\<LANGUAGE>. For example, DRIVERS\PCL5\WIN9X_ME\ENGLISH contains the installation files for the English version of the PCL 5C printer driver.

- For Windows 2000 and Windows XP, use DRIVERS\<PRINTER DRIVER>\WIN2K\<LANGUAGE>. For example, DRIVERS\PCL5\WIN2K\ENGLISH contains the installation files for the English version of the PCL 5C printer driver.

5   Click **Next**, and then follow the instructions on the screen.

6   Click **Next**, and then click **Finish**.

7   If you are using Windows 98 or Windows Millennium Edition, complete steps 3 through 6 again to finish the installation.

Connecting the printer using a parallel cable

Use a parallel cable to connect the printer to the computer if the computer has a parallel port and is running Windows 95, Windows 98, Windows Millennium Edition, Windows NT 4.0, Windows 2000, or Windows XP.

1   Start Windows and make sure no other Windows applications are running.

2   Insert the Starter CD into your CD-ROM drive. The CD menu runs automatically.

If the CD menu does not run automatically, click **Start**, click **Run**, and at the command line box, type the letter of your computer's CD-ROM drive followed by :\SETUP (for example, type D:\SETUP).

3   Click **Install Printer Driver** from the CD menu.

4   Choose your language, and then click OK.

5   Follow the instructions on the screen.

6   Click **Connected to this computer**, and then click **Next**.

7 Click **Parallel**.

8 Follow the instructions on the screen to complete the installation.

9 Connect the parallel cable to the computer and the printer.

Connecting the printer using a network connection

Note   When setting up the printer using a network connection, connect the
             printer to the network first, and then install the software.

1 Install the HP Jetdirect print server in the printer. The print server
must be installed before you install the printer software. For more
information about installing the HP Jetdirect print server, see
"Installing optional accessories."

Note   The HP Jetdirect print server is pre-installed in the HP Business Inkjet
             2600dn printers.

2 Connect the network cable between the HP Jetdirect print server
and a network port.

3 Start Windows and make sure no other Windows applications are
running.

4 Insert the Starter CD into your CD-ROM drive. The CD menu runs
automatically.

If the CD menu does not run automatically, click **Start**, click **Run**,
and at the command line box, type the letter of your computer's CD-
ROM drive followed by :\SETUP (for example, type D:\SETUP).

5 Click **Install Printer Driver** from the CD menu.

6 Choose your language, and then click **OK**.

7 Follow the instructions on the screen.

8 Click **Connected to the network**, and then click **Next**.

9 Click **Basic Server or Peer-to-Peer Network Setup**, and then click
Next.

10 Follow the instructions on the screen to complete the installation.

Step 10: Enable the HP Auto-Duplex Unit in the printer driver (optional)

If you have installed an HP Auto-Duplex Unit, you must enable it in the printer driver.

Note   For Macintosh instructions, see "Using the printer with a Macintosh computer."

If you are using operating systems other than Windows or the Mac OS, you might need to enable the auto-duplex unit from the LCD control panel's Printing Menu. For more information, see "Printing Menu."

To enable the auto-duplex unit in Windows

1   Click **Start**, point to **Settings**, and then click **Printers** (Windows 95, Windows 98, Windows Millennium Edition, Windows NT 4.0, and Windows 2000).

   -Or-

   Click **Start**, and then click **Printers and Faxes** (Windows XP).

2   Right-click the icon for the desired printer driver, and then click **Properties**.

   • **PCL 5C:** On the **Configure** tab, select the **Duplexing Unit** check box, and then click **OK**.

   • **PS:** On the **Device Options** tab, click **Duplexing Unit (for 2-sided printing)**, choose **Installed** from the drop-down menu, and then click **OK**.

3 Using the printer with a Macintosh computer

Macintosh printing software components

The printing software includes the following components:

- **PostScript® Printer Description files (PPDs) (Mac OS 8.6 to Mac OS 9.1)**

  PPDs, in combination with the Apple LaserWriter 8 printer driver, access the printer features and allow the computer to communicate with the printer. An installation program for the PPDs and other software is provided on the Starter CD. Use the Apple LaserWriter 8 printer driver that comes with the computer.

- **Printing Dialog Extensions (PDEs) (Mac OS X)**

  PDEs are code plug-ins that provide access to printer features, such as number of copies, print on both sides, and quality settings. An installation program for the PDEs and other software is provided on the Starter CD.

- **HP LaserJet Utility**

  The HP LaserJet Utility allows control of features that are not available in the driver. Use the illustrated screens to select printer features and complete tasks with the printer, such as the following:

  - download files, view fonts, and change many of the printer settings
  - check the levels of printer ink supplies
  - configure and set the printer for Internet Protocol (IP) or AppleTalk printing

Note   The HP LaserJet Utility is not supported for the Korean, Japanese, Simplified Chinese, and Traditional Chinese languages.

Installing the printer software and connecting the interface cable

Use a USB cable or a network (Ethernet) cable to connect the printer to the computer.

Connecting the printer with a USB cable

Note   When setting up the printer using a USB cable, install the software first, and then connect the printer to the computer.

1   Insert the Starter CD into the CD-ROM drive. The CD menu runs automatically.

    If the CD menu does not run automatically, double-click the CD icon on the desktop, and then double-click the ClassicInstaller icon (if you are using Mac OS 8.6 to Mac OS 9.1) or the CarbonInstaller icon (if you are using Mac OS X). This icon is located in the Installer:<language> folder of the Starter CD (where <language> is your language preference).

2   Follow the instructions on the screen.

3   Connect the cable between the ports on the computer and the printer.

4   If you are using Mac OS 8.6 to Mac OS 9.1, complete steps 5 through 9.

    -Or-

    If you are using Mac OS X, complete steps 10 through 13.

Mac OS 8.6 to Mac OS 9.1

5   Open the Desktop Printer Utility:

    • **Mac OS 8.6 to Mac OS 9.0.x:** On the hard drive, double-click the Desktop Printer Utility icon in the Apple Extras: Apple LaserWriter Software folder.

    • **Mac OS 9.1:** On the hard drive, double-click the Desktop Printer Utility icon in the Applications (Mac OS 9): Utilities folder.

6   Select **LaserWriter8** from the pop-up menu, select **Printer (USB)** from the list, and then click **OK**.

7 In the **PostScript Printer Description (PPD) File** section of the window that appears, click **Auto Setup**.

8 Make sure **HP Business Inkjet 2600** is selected and click **Select**.

9 Click **Create**. The printer icon appears on the desktop.

Mac OS X

10 Open the Print Center (located in the Dock at the bottom of the screen), and then click **Add Printer**.

11 From the pop-up menu, select **USB**.

12 If necessary, select the Zone.

13 Select **HP Business Inkjet 2600** from the list, and then click **Add**. A blue dot appears beside the printer name, indicating that this printer is now the default printer.

Connecting the printer with a network (Ethernet) cable

When connecting the printer to a network, make sure the HP Jetdirect print server is installed in the printer before you install the printer software. For more information about using the HP Jetdirect print server, see "Installing optional accessories."

1 Insert the Starter CD into the CD-ROM drive. The CD menu runs automatically.

If the CD menu does not run automatically, double-click the CD icon on the desktop, and then double-click the ClassicInstaller icon (if you are using Mac OS 8.6 to Mac OS 9.1) or the CarbonInstaller icon (if you are using Mac OS X). This icon is located in the Installer:<language> folder of the Starter CD (where <language> is your language preference).

2 Follow the instructions on the screen.

3 Connect the cable between the ports on the computer and the printer.

4 If you are using Mac OS 8.6 to Mac OS 9.1, complete steps 5 through 9.

-Or-

If you are using Mac OS X, complete steps 10 through 13.

Mac OS 8.6 to Mac OS 9.1

5 Open the Desktop Printer Utility:

- **Mac OS 8.6 to Mac OS 9.0.x:** On the hard drive, double-click the Desktop Printer Utility icon in the Apple Extras: Apple LaserWriter Software folder.

- **Mac OS 9.1:** On the hard drive, double-click the Desktop Printer Utility icon in the Applications (Mac OS 9): Utilities folder.

6 Select **LaserWriter8** from the pop-up menu, select **Printer (AppleTalk)** from the list, and then click **OK**.

7 In the **PostScript Printer Description (PPD) File** section of the window that appears, click **Auto Setup**.

8 Make sure **HP Business Inkjet 2600** is selected and click **Select**.

9 Click **Create**. The printer icon appears on the desktop.

Mac OS X

10 Open the Print Center (located in the Dock at the bottom of the screen), and then click **Add Printer**.

11 If you are using an AppleTalk network, select **AppleTalk** from the pop-up menu.

-Or-

If you are using an LPR network, select **LPR Printer using IP** from the pop-up menu, and then type the IP address for the printer.

12 If necessary, select the Zone.

13 Select **HP Business Inkjet 2600** from the list, and then click **Add**. A blue dot appears beside the printer name, indicating that this printer is now the default printer.

Enabling the HP Auto-Duplex Unit in the printer driver

If you have installed an HP Auto-Duplex Unit and you are using Mac OS 8.6 to Mac OS 9.1, you must enable it in the printer driver before you can use it with the printer.

Note   Mac OS X automatically enables the auto-duplex unit in the printer driver when you install the printer software.

To enable the auto-duplex unit

1   Click the printer's desktop printer icon.

2   From the **Printing** menu, click **Change Setup**.

3   From the **Change** pop-up menu, select **Duplex Unit (for 2-sided printing)**.

4   From the **To** pop-up menu, select **Installed**.

5   Click **OK**.

Changing printer settings and printing documents

In the Mac OS, you can configure printer settings at the LCD control panel or from the **Page Setup** and **Print** dialog boxes in the Mac OS. Settings configured in the Mac OS override settings configured in the LCD control panel.

You can also select the default printer. The default printer is the one that is used if you choose the Print command without first specifying which printer you want to use with an application. The default printer should be the printer that you use most often.

For more information about using the Mac OS to configure printer settings, see the Mac Help on your computer. For information about using the LCD control panel, see "Using the LCD control panel" in this guide.

To set the default printer

Mac OS 8.6 to Mac OS 9.1

1   Click the desktop printer icon for the printer you want to be the default printer.

2   From the **Printing** menu, click **Set Default Printer**. A dark outline appears around the printer's desktop printer icon.

Mac OS X

1   Open the Print Center, select the printer you want to be the default printer from the Printers List. For information about opening the Print Center, see the Mac Help on your computer.

2   From the **Printers** menu, click **Make Default**. A blue dot appears next to the printer's name in the Printers List.

To change page setup settings

1   Open the document you want to print.

2   On the **File** menu, click **Page Setup**.

3   Select the printer for which you want to format the document from the **Format for** pop-up menu, and then change the desired settings (such as selecting the type of media and setting custom page sizes).

4   Select the media size on which you want to print from the **Paper** pop-up menu (Mac OS 8.6 to Mac OS 9.1) or the **Paper Size** pop-up menu (Mac OS X).

5   Click **OK**.

To change print settings

1 Open the document you want to print.

2 On the **File** menu, click **Print**.

3 Select the location of the media or the type of media on which you want to print:

- **Mac OS 8.6 to Mac OS 9.1:** Click **All pages from**, and then select the media source or the media type from the pop-up menu.

- **Mac OS X:** Select **Paper Feed** from the pop-up menu, click **All pages from**, and then select the media source or the media type from the pop-up menu.

4 Change the desired settings (such as selecting a source for the print job and choosing print quality modes)

5 Click **Print**.

4 Installing optional accessories

The following printer accessories are available for the printer.

- HP Auto-Duplex Unit
- HP Jetdirect print server
- Additional printer memory

For information about ordering accessories, see "Ordering supplies and accessories."

HP Auto-Duplex Unit

The printer can automatically print on both sides of paper with an optional printing accessory called the HP Auto-Duplex Unit. The auto-duplex unit is included with HP Business Inkjet 2600dn, but it can be purchased separately for HP Business Inkjet 2600.

For information about installing an auto-duplex unit, see "Step 4: Install the HP Auto-Duplex Unit (optional)" in the "Setting up" chapter. For information about using an auto-duplex unit, see "Printing on both sides of the page" in the "Selecting and using print media" chapter.

HP Jetdirect print server

Your printer can be shared in a network environment by connecting it directly to the network with an HP Jetdirect external or internal print server.

Installing an HP Jetdirect internal print server

An HP Jetdirect print server provides better performance than printing through a computer, as well as flexibility in preparing a location for the printer. Also, the HP Jetdirect print server can be used in both client-server and peer-to-peer network configurations.

Note HP Business Inkjet 2600dn comes with an HP Jetdirect 615n (EIO) internal print server installed. It is recommended that the printer be shared on a network through the print server.

If you own the HP Business Inkjet 2600dn, skip step 1.

If you own an HP Business Inkjet 2600, you can purchase an HP Jetdirect internal print server for it. For the list of HP Jetdirect print servers, see "Networking accessories."

Step 1: Install the HP Jetdirect EIO print server

CAUTION The HP Jetdirect print server contains electronic components that can be damaged by static electricity. To prevent buildup of static electricity, maintain frequent contact with any bare sheet metal surface on the printer. If possible, wear a grounding wrist strap (or similar device). Handle the print server carefully at all times. Avoid touching electronic components or circuit paths.

1 Turn off the printer and unplug the power cord.

2 Unscrew and remove the metal plate on the back of the printer.

3 Insert the print server. Align the print server with the guide rails in the printer.
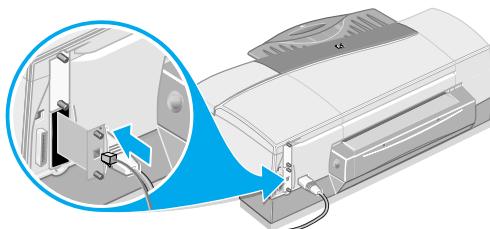
4 Press the print server into the slot until it is firmly seated.

5 Tighten each thumbscrew a little at a time, alternating between each side until both screws are secure.

6 Connect the network cable to the print server.

Step 2: Verify that the printer works

1 Connect the power cord and turn on the printer.

2 Press MENU on the LCD control panel repeatedly until `INFORMATION` appears.

3 Press ITEM repeatedly until `PRINT CONFIGURATION PAGE` appears.

4 Press SELECT to print the configuration page.

Note Because you have installed an HP Jetdirect print server, two configuration pages print. The HP Jetdirect Configuration Page contains setup information (for example, LAN HW ADDRESS) that might be needed for the next step.

Step 3: Install the printer software

Install the PCL 5C or Postscript printer driver from the Starter CD. For more information, see "Install the printer software and connect the interface cable."

Note For more information about setting up and using the HP Jetdirect print server, see its guide on the Starter CD.

Obtaining more information

If you encounter any problems or difficulty printing over a network, see the following sources.

Document	Description

HP Jetdirect Print Server Administrator's Guide	This guide, included on the Starter CD, provides detailed information about setting up and using your HP Jetdirect EIO print server.
	It also provides information about the following:
	● HP Software Solutions for HP Jetdirect print servers:
	   ● HP Web JetAdmin, a Web-based tool for managing network peripherals
	   ● HP IP/IPX Printer Gateway for NDPS
	   ● HP LaserJet Utility to set up printers on AppleTalk networks
	● TCP/IP Configurations
	● Using LPD (Line Printer Daemon) services on the HP Jetdirect print server
	● FTP Printing
	● Troubleshooting and configuration page messages
	● Embedded Web server to access configuration and management pages for the print server and device

Documentation for the operating system and network operating system	This documentation came with your computer or your network operating system. It describes basic network printing common to all network printers.

For more information about HP Web JetAdmin and other HP network printing software, visit the website www.hp.com/support/net_printing.

Additional printer memory

If you often print complex graphics or Postscript documents or if you print with the optional auto-duplex unit, you might want to add more memory to the printer.

Note Adding memory to the printer will allow it to process more complex Postscript and PCL 5C jobs, but it may not necessarily increase processing speed.

To find out how much memory is installed in the printer, print a configuration page. See "Printing a Configuration Page."

Installing memory

The printer is shipped with 48 MB of memory. The printer has one dual inline memory module (DIMM) slot for upgrading with more printer memory. DIMMs are available in 64 and 128 MB, for a maximum of 176 MB. This additional memory is available for purchase as an accessory. For more information, see "Ordering supplies and accessories."

To install memory

CAUTION DIMMs contain electronic components that can be damaged by static electricity. To prevent buildup of static electricity, maintain frequent contact with any bare sheet metal surface on the printer. If possible, wear a grounding wrist strap (or similar device). Handle DIMMs carefully at all times. Avoid touching electronic components or circuit paths.

1   If you have not already done so, print a Configuration Page to find out how much memory is installed in the printer before adding more memory. See "Printing a Configuration Page."

2   Turn off the printer.

3   Unplug the power cord and disconnect any cables.

4   Remove the HP PCL 5C/PS3 Card from the back of the printer by loosening the two thumbscrews.
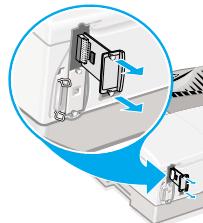
5   Remove the DIMM from the antistatic package, and then align the DIMM with the DIMM slot on the HP PCL 5C/PS3 Card.

6   Insert the DIMM at an angle into the slot (1) and press it down until it snaps into the slot (2). (To remove a DIMM, the locks on the DIMM slot must be released by pushing them outwards.)
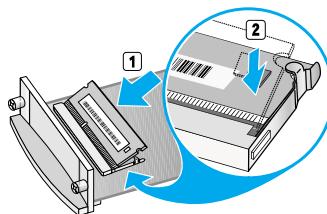
7   Replace the card and fasten the thumbscrews.

8   Reattach any cables and the power cord, and then turn on the printer.

Checking memory installation

Follow this procedure to verify that DIMMs are installed correctly.

To check memory installation

1   Check that READY appears on the LCD control panel when the printer is turned on. If an error message appears, a DIMM might have been incorrectly installed. For information about printer messages, see "Common printer messages."

2   Print a new configuration page. See "Printing a Configuration Page."

3   Check the memory section on the configuration page and compare it to the configuration page printed before the DIMM installation. If the amount of memory has not increased, one of the following problems might have occurred:

- The DIMM might not be installed correctly. Repeat the installation procedure.
- The DIMM might be defective. Try a new DIMM.

5 Using the LCD control panel

The LCD control panel allows you to configure printer settings, view printer status and common printer messages, and diagnose printer problems. Additional menu items can appear in the LCD control panel, depending on the hardware modules installed in the printer.

Understanding LCD control panel parts
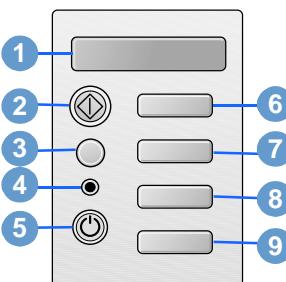
1 LCD display: Shows status messages and the remaining ink levels in the ink cartridges.

2 RESUME: Continues a print job that is waiting.

3 CANCEL: Cancels the current print job. The time it takes to cancel depends on the size of the print job. Press this button only once to cancel a queued print job.

4 Indicator light: Lights up when the printer is online (green). Blinks when the printer is printing (green) and when the printer needs user

intervention or is in a nonrecoverable error state (amber).

5 Power button: Turns the printer OFF and ON.

6 MENU: Cycles through the LCD control panel menus.

7 ITEM: Cycles through the selected menu's items.

8 VALUE: Cycles through the selected menu item's values.

9 SELECT: Selects the value that is currently shown on the display.

Printing an LCD control panel menu map

You can print a menu map from the LCD control panel.

To print an LCD control panel menu map

1   Press MENU on the LCD control panel until INFORMATION MENU appears.

2   Press ITEM until PRINT MENU MAP appears.

3   Press SELECT to print the menu map.

Changing LCD control panel menu settings

Settings in the printer driver and software application override LCD control panel settings. (Software application settings override printer driver settings.)

If you cannot gain access to a menu or item, it is either not an option for the printer, or you have not enabled the associated higher-level option.

To change an LCD control panel setting

1   Press MENU on the LCD control panel repeatedly until the desired menu appears.

2   Press ITEM repeatedly until the desired item appears.

3   Press VALUE repeatedly until the desired setting appears.

4   Press SELECT to save the selection. An asterisk (*) appears next to the selection in the display, indicating that it is now the default.

5   Press RESUME to exit the menu.

Information Menu

This menu contains printer information pages that give details about the printer and its configuration. To print an information page, scroll to the desired page and press SELECT.

Message	Value	Description
PRINT MENU MAP	not applicable (N.A.)	Prints a single page map of the menu structure of the printer.
PRINT CONFIGURATION	N.A.	Prints a single reference page describing current configuration settings (firmware version, model, accessories installed, fonts installed, I/O support, cartridge and printhead information). If an HP Jetdirect print server is installed, two pages will be printed.
PRINT PCL FONT LIST	N.A.	Prints the internal PCL 5C fonts.
PRINT PS FONT LIST	N.A.	Prints the internal Postscript fonts.
PRINT DEMO	N.A.	Prints a sample page. It might take a few minutes to print.
PRINT IMAGE DIAGNOSTICS	N.A.	Prints patterns that help users or service technicians diagnose printhead health and alignment problems.
PRINT SERVICE INFO	N.A.	Prints service information, such as printer identification, printer status, and ink supplies status. This information can be used by service technicians to diagnose problems with the printer.
PRINT EXTENDED SERVICE INFO	N.A.	Prints the nonvolatile memory (NVM) content of the printer.

Message	Value	Description
SHOW EVENT LOG	N.A.	Shows, on the LCD control panel, the last five error events logged in the NVM of the printer.
TEST PAPER PATH 1	1 to 300	Tests the tray 1 paper feed mechanism. The value selected indicates the number of pages that the printer uses for the paper path test. Default = 1.
TEST PAPER PATH 2	1 to 300	Tests the tray 2 paper feed mechanism. The value selected indicates the number of pages that the printer uses for the paper path test. Default = 1.
TEST DUPLEX PATH 1	1 to 300	Tests the tray 1 duplex paper feed mechanism. The value selected indicates the number of pages that the printer uses for the paper path test. Default = 1.
TEST DUPLEX PATH 2	1 to 300	Tests the tray 2 duplex paper feed mechanism. The value selected indicates the number of pages that the printer uses for the paper path test. Default = 1.

Paper Handling Menu

Printer driver and software application settings override LCD control panel settings.

Message	Value	Description
TRAY1 SIZE	Set of options.	Select media size loaded in tray 1. Default = NOT SET.
TRAY1 TYPE	Set of options.	Select media type loaded in tray 1. Default = NOT SET.
TRAY2 SIZE	Set of options.	Select media size loaded in tray 2. Default = NOT SET.
TRAY2 TYPE	Set of options.	Select media type loaded in tray 2. Default = NOT SET.

Message	Value	Description
PICK FROM OTHER TRAY IF EMPTY	YES NO	Allows Auto Select and non-Windows or non-Mac OS print jobs to use the other tray if a tray is out of media or contains the wrong size media. The tray size and type options on the LCD control panel must be set correctly to use this option. Default = NO.
TRANSPARENCY SENSE	ON OFF	Enables the printer to automatically switch to a transparency printing mode if the current sheet is detected to be a transparency. Default = ON.

Configuration Menu

Items in this menu affect the printer's behavior. Configure the printer according to your printing needs.

Message	Value	Description
LCD BACK LIGHT	OFF 1 MINUTE 5 MINUTES 10 MINUTES 15 MINUTES	Sets the length of time the LCD backlight remains on after a period of LCD control panel inactivity. Default = 5 MINUTES.
PERSONALITY	AUTO PCL ONLY PS ONLY	Sets the personality used to process the job. Default = AUTO.
JOB MISMATCH TIMEOUT	OFF 1 HR 4 HR 1 DAY 1 WEEK	Length of time before the printer recovers from a mismatch in the automatically selected page size or an empty paper tray. Default = 1 HR.
PRINT PS ERRORS	ON OFF	Select ON to print the PS error page when PS errors occur. Default = OFF.

Printing Menu

The items in this menu are used when printing from MS-DOS®, UNIX, and Linux. If your computer is running Windows or the Mac OS, configure these settings using the printer driver.

Message	Value	Description
NUMBER OF COPIES	1 - 999	Sets the number of copies to print. Default = 1.
QUALITY LEVEL	NORMAL BEST FAST	Sets the default print quality level. Default = NORMAL.
PAPER SIZE	Set of options.	Select the media size loaded in tray 1. Default = LETTER.
PAPER TYPE	Set of options.	Select the media type loaded in tray 2. Default = PLAIN PAPER.
ORIENTATION	PORTRAIT LANDSCAPE	Select the page orientation. Default = PORTRAIT.
PAGE LENGTH	5 - 128	Set the page length in terms of numbers of lines. Default = 60.
DUPLEX	ON OFF	This item appears only when an auto-duplex unit is installed. Set the value to ON to print on both sides (duplex) or OFF to print on one side (simplex) of a sheet of paper. For more information, see "Load paper and configure media types and sizes." Default = OFF.
BINDING	LONG EDGE SHORT EDGE	This item appears only when an auto-duplex unit is installed and the duplex option is on. Choose the binding edge when duplexing (printing on both sides of paper). For more information, see "Load paper and configure media types and sizes." Default = LONG EDGE.
PCL FONT NUMBER	0 - 79	Set the PCL 5C font for printing from MS-DOS or UNIX without defining the personality. The font number can be obtained by printing the PCL 5C font list. Default = 0.

ENWW

Message	Value	Description
`PCL FONT PITCH`	`0.44-99.99`	Set the font pitch. Default = `10`.
`ISE FONT`	`YES` `NO`	This item enables the printer to include the ISE font in the available PCL 5C symbol sets. Default = `NO`.
`PCL SYMBOL SET`	Set of options.	Select the PCL 5C symbol set. Default = `PC8`.
`APPEND CR TO LF`	`NO` `YES`	Configure whether or not a carriage return (CR) is appended to each line feed (LF) encountered in a backward compatible PCL 5C job (pure text, no job control). Default = `NO`.
`PCL FONT POINT SIZE`	`4.00-99.00`	Set the font point size. Default = `12`.

EIO Menu

The EIO (enhanced input/output) Menu appears only when an EIO device is installed (such as an HP Jetdirect print server). If the printer contains an HP Jetdirect print server, you can configure basic networking parameters using the EIO Menu. These and other parameters can also be configured through HP Web JetAdmin.

Note The items available on the menu depend on the particular print server installed.

Message	Value	Description
`CFG NETWORK`	`NO` `YES`	Selects whether or not you want to use the HP Jetdirect menu items. You must change this option to `YES` each time you want to use the HP Jetdirect EIO menu.

`IPX/SPX`
`DLC/LLC`
`TCP/IP`
`ATALK`
	`ON`
	`OFF`
		Selects whether or not a protocol is enabled or disabled. Change it to `OFF` to disable a protocol.

Message	Value	Description
`CFG IPX/SPX`	`NO` `YES`	Selects whether you want to use the IPX/SPX menu and set the IPX/SPX protocol parameters. In the IPX/SPX menu, you can specify the Frame Type parameter used on your network. • The default is AUTO, which automatically sets and limits the Frame type to the one detected. • For Ethernet cards, frame type selections include `EN_8023`, `EN_II, EN_8022, EN_SNAP`. • For Token Ring cards, frame type selections include `TR_8022`, `TR_SNAP`. In the IPX/SPX menu for Token Ring cards, you can also specify NetWare Source Routing parameters, which include `SRC RT=AUTO` (default), `OFF`, `SINGLE R`, or `ALL RT`.
`CFG TCP/IP`	`NO` `YES`	Selects whether you want to use the TCP/IP menu and set the TCP/IP protocol parameters. In the TCP/IP menu, you can specify `BOOTP=YES` or `DHCP=YES` for TCP/IP parameters to be automatically configured by a BootP or DHCP server when the printer is turned on. If you specify `BOOTP=NO` and `DHCP=NO`, you can manually set the following TCP/IP parameters from the LCD control panel: • Each byte of the IP address (IP) • Subnet Mask (SM) • Syslog Server (LG) • Default Gateway (GW) • Idle Timeout period (default is 270 seconds; 0 disables the timeout) When setting IP numbers, press VALUE to increase the number by 1. Press SELECT to make your selection.

Message	Value	Description
CFG LINK	NO YES	Selects whether you want to manually configure the HP Jetdirect 10/100Base-TX print server's network link speed and communication mode. The HP Jetdirect settings must match the network. The default setting is NO, which bypasses the link configuration menu items. If you specify CFG LINK=YES, you can select one of the following link configuration menu items: ● AUTO (default): The print server automatically configures itself to match the link speed and communication mode of the network. ● 10T HALF: 10 Mbps, half-duplex operation ● 10T FULL: 10 Mbps, full-duplex operation ● 100T HALF: 100 Mbps, half-duplex operation ● 100T FULL: 100 Mbps, full-duplex operation

Resetting the HP Jetdirect print server

Resetting the HP Jetdirect print server restores print server to the factory default values.

Note All previously stored EIO settings will be lost.

To reset the HP Jetdirect print server

1 Turn off the printer.

2 While holding down both ITEM and RESUME on the LCD control panel, turn on the printer.

I/O Menu

The I/O Menu allows you to make changes to printer interface settings.

Message	Value	Description
I/O TIMEOUT	5 - 300	Set the length of time (in seconds) that the printer waits for remaining data for a print job. After this time, the printer cancels the print job. Default = 15.

Maintenance Menu

Use the items in this menu to perform basic maintenance tasks for the printer. Performing these maintenance tasks can improve print quality and the health of the affected printer parts.

For more information about the maintenance tasks accomplished by using these menu items, see "Maintaining the printheads."

Message	Description
CLEAN PRINTHEADS	Initiates the printhead cleaning process.
ALIGN PRINTHEADS	Initiates the printhead alignment process.
SHOW PRINTHEAD HEALTH	Displays the health of the printhead on the LCD control panel.

Reset Menu

Use the restore option on this menu with caution. You can lose printer configuration settings when you select these items. Only reset the printer under the following circumstances:

- You want to restore the printer's default settings.
- Communication between the printer and computer has been interrupted.

Note This option does not reset an HP Jetdirect print server (if it is installed in the printer) to its default settings. To reset the HP Jetdirect print server, see "EIO Menu."

Message	Description
RESTORE FACTORY SETTINGS	Restores all values (except those for an HP Jetdirect print server) to the printer's predetermined factory values.

Common printer messages

The table in this section explains messages that can appear on the LCD control panel.

To resolve an error message, follow the instructions displayed on the LCD control panel. If following these instructions does not resolve the error message, turn off the printer, and then turn on the printer again. If the message persists after performing all of the recommended actions, contact an HP-authorized service or support provider.

Note This table does not describe all messages that can appear on the LCD control panel. It explains only the most common messages.

Message	Explanation	Recommended action
[COLOR] INK CARTRIDGE EMPTY	The cartridge is out of ink and the printer will not print until the cartridge is replaced.	Remove the ink cartridge. Reinstall the cartridge and try to print. If the error persists, replace the empty cartridge.

Message	Explanation	Recommended action
`[COLOR] INK CARTRIDGE MISSING`	The printer cannot detect the ink cartridge because it is missing, improperly installed, or defective.	Open the ink cartridge door and see whether the cartridge is missing, improperly installed, or the wrong cartridge. If none of these situations exists, replace the cartridge.
`[COLOR] PRINTHEAD MISSING`	The printer cannot detect the ink printhead because it is missing, improperly installed, or defective.	Open the printhead door and see whether the cartridge is missing, improperly installed, or the wrong printhead. If none of these situations exists, replace the printhead.If the error persists, call HP.
`AUTO-ALIGNMENT IN PROGRESS`	The printer is aligning the printheads.	Follow the instructions in the printer message.
`BAD INK CARTRIDGE OR PRINTHEAD`	The printer detects a faulty ink cartridge or printhead.	Follow the instructions in the printer message.
`CANCELLING JOB`	The printer is canceling the current print job.	No action required
`CHECK PAPER ALIGNED CORRECTLY IN TRAY`	The paper loaded in the tray is incorrectly loaded or is skewed.	Open the tray and make sure the paper is stacked correctly.
`CLOSE ALL COVERS`	The printer will not print until all access covers are properly closed.	Follow the instructions in the printer message.
`INSUFFICIENT MEMORY`	The printer is out of memory and cannot print the current job.	Cancel the current print job, and add additional memory, or reduce the complexity of the document you are trying to print.
`LOAD MEDIA: [TRAY] [MEDIA SIZE] [MEDIA TYPE]`	Printer requires media of a specific type and size to be loaded in specified paper tray.	Follow the instructions in the printer message.
`NO AUTO-DUPLEX/REAR MANUAL FEED`	An HP Auto-Duplex Unit or the rear manual feed is not installed in the printer. Printing cannot continue until one of these units is installed in the back of the printer.	Install the HP Auto-Duplex Unit or the rear manual feed in the back of the printer. If one of these units is installed, make sure it is properly inserted.

Message	Explanation	Recommended action
`NO EIO CARDS PRESENT`	An EIO card, such as an HP Jetdirect print server, is not installed in the printer.	Install an EIO card in the printer. For ordering information, see "Networking accessories."
`NOT FOUND [TRAY] [MEDIASIZE] [MEDIATYPE]. PRESS RESUME TO CONTINUE`	The tray settings or the media loaded in the automatically selected paper tray do not match the requirements for the current job.	Load the correct media in the designated paper tray and press RESUME to print the entire print job, or press CANCEL to delete the print job from the print queue.
`PAPER JAM: [JAM MESSAGE]`	Media is jammed in the printer.	Clear the jammed media. For more information about clearing media jams, see "Solving media feed problems."
`PERSONALITY CARD NOT FOUND`	The printer cannot detect the personality card because it is missing, improperly installed, or defective.	Reinstall the personality card or replace it. If the error message persists, call HP.
`PRINTED PAGE IS DRYING. DO NOT REMOVE. PRESS RESUME TO CONTINUE`	Printer is letting the current page dry.	Allow the page to dry. If you press RESUME to continue, the ink might smear on the page or the page might stick to other pages.
`REPLACE [COLOR] INK CARTRIDGE`	The printer detects a faulty ink cartridge.	Reinstall the faulty ink cartridge and try to print. If the error persists, replace the cartridge.
`REPLACE [COLOR] PRINTHEAD`	The printer detects a faulty ink printhead.	Reinstall the faulty ink printhead and try to print. Make sure the protective tape has been removed. If the error persists, remove the printhead and use a dry, lint-free, soft cloth to gently clean any ink off the contact pads. Reinstall the printhead and try to print. If the error persists, replace the printhead.

Message	Explanation	Recommended action
`TRAY 1: SIZE NOT SET`	The size of media loaded in tray 1 has not been set.	Use the buttons on the LCD control panel to select the media size or the media type from the list of available options. For information about configuring these settings, see "Load paper and configure media types and sizes."
`TRAY 1: SIZE/TYPE NOT SET`	Both the size and type of media loaded in tray 1 have not been set.	
`TRAY 1: TYPE NOT SET`	The type of media loaded in tray 1 has not been set.	
`TRAY 2: SIZE NOT SET`	The size of media loaded in tray 2 has not been set.	
`TRAY 2: SIZE/TYPE NOT SET`	Both the size and type of media loaded in tray 2 have not been set.	
`TRAY 2: TYPE NOT SET`	The type of media loaded in tray 2 has not been set.	

6 Using remote diagnostics tools

Using the HP Business Inkjet 2600 Series Toolbox

The HP Business Inkjet 2600 Series Toolbox provides status and maintenance information about your printer. In addition, the Toolbox gives you step-by-step guidance for basic printing tasks and provides help solving problems. The Toolbox is available for Windows only.

The Toolbox has two tabs: the **Printer Status** tab and the **Information** tab.

Note The **Printer Status** tab is only available if the printer is connected to a network.

Printer Status tab

The **Printer Status** tab displays the printer and ink cartridge status. Your computer must establish bidirectional communication in order to display the status. The drop-down list displays the currently selected printer. The status window display area displays the printer's status.

The **Ink Cartridge Information** window displays part number and status information about the installed cartridges, including the amount of ink available in the cartridges.

The **Preferences** button lets you select Toolbox message preferences and disable bidirectional communication.

Preferences

Use the **Preferences** dialog box to select which Toolbox messages appear. You can specify whether you want to be notified by an audio alert when an error occurs and the types of error messages you want to see (such as those messages about media and hardware).

Also, use the **Preferences** dialog box to enable or disable bidirectional communication. If you disable bidirectional communication, the Toolbox will not display error messages.

Information tab

Use the **Information** tab to register the printer and display printer hardware information. It also gives you access to information about using the printer, troubleshooting, and contacting HP.

- To display hardware information, click **Printer Hardware**.
- To register your printer, click **Register Your Printer** and follow the instructions on the screen.
- To get step-by-step help for completing printer tasks, click **How Do I**?
- To get step-by-step help with printer problems, click **Troubleshooting**.
- To find out how to contact HP and get information about your printer, click **Contact HP**.
- To display the printer's embedded Web server, click **Launch**.

Using the embedded Web server

This printer comes equipped with an embedded Web server. Using a standard Web browser, this remote management tool allows you to do the following:

- View printer and ink supplies status
- View the usage and event log
- Send alerts notifications
- Configure printer, events, and security information
- Perform printer diagnostics

Gaining access to the embedded Web server

Note   To use the embedded Web server, you must have a Web browser, and the printer must be connected to an IP-based network and Web browser. (IPX/SPX networks are not supported.) You cannot use the embedded Web server when the printer is connected directly to a computer.

You can gain access to the embedded Web server:

- **From the Toolbox (Windows only)**

  Launch the embedded Web server from the **Information** tab in the Toolbox. The default Web browser for the computer opens and displays the embedded Web server information.

- **From a Web browser**

  Type the IP address assigned to the printer into the Web browser to gain access to the embedded Web server. For example, if the printer's IP address were 123.123.123.123, you would type http://123.123.123.123 into your Web browser.

  If you do not know the IP address for the printer, it is listed on the printer configuration page. For more information about the configuration page, see "Printing a Configuration Page."

Embedded Web server pages

The embedded Web server has three tabs that contain detailed information about the printer. It also provides links to other e-services.

- Information
- Settings
- Networking

The current printer status appears in the top-right corner of the Web browser screen.

Information

The Information pages of the embedded Web server provide a summary of the configuration and status of the printer and its supplies.

Status

- **Printer**

  This page displays information about the printer, such as the model and serial number for the printer, the version number of the personality card, and the memory installed. Ink supplies levels are also shown.

- **Ink Supplies**

  This page shows the current ink cartridge levels and printhead health status for the printer.

- **Usage**

  This page shows how much of each media type and size has been used by the printer, as well as how much media has been printed from each tray.

- **Event Log**

  This page shows the 10 most recent items in the printer event log. The most recent item appears at the top of the list.

Settings

The device pages of the embedded Web server allow you to configure the printer from your computer. These pages can be password protected. Always consult with your network administrator before changing the printer's configuration.

Alerts

- **Notification**

  This page allows you to add the e-mail addresses of the people who will receive electronic notification of printer events (ink supplies and media path events). You are provided with three e-mail lists, which you can rename as needed. You can also add up to two e-mail addresses to each list. In addition, this page lets you configure the outgoing e-mail server settings that the embedded Web server uses when sending e-mail notification of printer events.

- **AutoSend**

  This page allows you to send printer usage information to HP automatically. HP uses this information on the **hp instant support** page to help you understand your printing patterns. With this information, you can estimate the amount of ink and paper you use each month, thus allowing you to manage your printing supplies more effectively. If AutoSend is enabled, the embedded Web server sends this usage information to HP.

Note   Before you use AutoSend, you must configure the outgoing e-mail server settings on the Notification page.

HP will treat this information in the manner set out in the Hewlett-Packard Online Privacy Statement (http://www.hp.com/country/us/eng/privacy.htm).

Configuration

- **Asset Tracking**

  This page lets you name the device for network management needs and assign an asset number.

- **Media Handling**

  This page lets you configure the printer's media-handling settings:

  - Enabling the "Pick From Other Tray If Empty" setting
  - Enabling the transparency sensor
  - Selecting the paper type and paper size in each tray

  For more information about these settings, see "Configuring paper trays."

- **Security**

  This page configures the password information for the embedded Web server. Password information should only be configured by the network administrator.

Maintenance

- **Diagnostic**

  This page allows you to perform printer troubleshooting and maintenance tasks, such as testing paper paths in the printer, aligning printheads, and cleaning printheads.

Networking

The network pages of the embedded Web server allow the network administrator to configure the HP Jetdirect card for the printer. Refer to the online help and to the *HP Jetdirect Print Server Administrator's Guide* for more information. This guide is located on the Starter CD.

E-services

The following e-services are available from each embedded Web server page.

Note   You must have an Internet connection to use these e-services.

- **hp instant support**

  This page provides information that can help diagnose and solve printer problems. It also includes myPrintMileage, which helps you understand your printing patterns.

- **Order Supplies**

  This page shows the remaining life of the different ink supplies and the links to the HP website for ordering supplies.

7 Selecting and using print media

Media and paper-handling specifications

Supported media types

The following table lists the types of media that are compatible with the printer and shows which media can be used with the printer's paper trays and accessories.

CAUTION Some media, such as transparencies and photo paper, can only be used with tray 1 or the manual feed units. Using this media in tray 2 or the auto-duplex unit can cause jams and might damage the printer and auto-duplex unit.

For information about ordering HP media, see "Ordering supplies and accessories."

Media	Tray 1	Tray 2	Front manual feed	Rear manual feed	Auto-duplex unit
Everyday paper • HP Office Paper • HP Office Recycled Paper • HP Multipurpose Paper • HP Printing Paper	✓	✓	✓	✓	✓
Business communication paper • HP Bright White Inkjet Paper • HP Premium Inkjet Paper • HP Professional Brochure and Flyer Paper* • HP Premium Inkjet Heavyweight Paper*	✓		✓	✓	✓

Media	Tray 1	Tray 2	Front manual feed	Rear manual feed	Auto-duplex unit
Presentation paper ● HP Premium Inkjet Transparency Film ● HP Premium Plus Inkjet Transparency Film	✔		✔	✔	
Photo paper ● HP Premium Plus Photo Paper ● HP Premium Photo Paper ● HP Photo Paper ● HP Colorfast Photo Paper ● HP Photo Quality Paper	✔		✔	✔	
Design paper ● HP Design Glossy Paper ● HP Design Heavyweight Paper	✔		✔	✔	

* These media are supported in tray 2.

Supported media sizes

The following table lists the sizes of media that are compatible with the printer and shows which sizes can be used with the printer's paper trays and accessories.

CAUTION Some media, such as envelopes and cards, can only be used with tray 1 or the rear manual feed. Using this media in tray 2, the front manual feed, or the auto-duplex unit can cause jams and might damage the printer and auto-duplex unit.

Standard media sizes

Media	Tray 1	Tray 2	Front manual feed	Rear manual feed	Auto-duplex unit

Standard paper sizes
• U.S. Letter
  (216 by 279 mm; 8.5 by 11 in)
• U.S. Legal
  (216 by 356 mm; 8.5 by 14 in)
• U.S. Executive
  (184 by 267 mm; 7.25 by 10.5 in)
• A4
  (210 by 297 mm; 8.3 by 11.7 in)
• JIS B4
  (257 by 364 mm; 10.12 by 14.33 in)
• JIS B5
  (182 by 257 mm; 7.17 by 10.12 in)
	✓	✓	✓	✓	✓

Smaller paper sizes
• Statement
  (140 by 216 mm; 5.5 by 8.5 in)
• A5
  (148 x 210 mm; 5.8 by 8.3 in)
	✓		✓	✓	

Larger paper sizes • 11 x 17 (279 by 432 mm) • A3 (297 by 420 mm; 11.7 by 16.5 in) • Super B (13 x 19 inches) (330 by 483 mm)	✓	✓	✓	✓	✓

Envelopes
• Envelope #10
  (105 by 241 mm; 4.12 by 9.5 in)
• Envelope DL
  (110 by 220 mm; 4.33 by 8.66 in)
• Envelope C4
  (229 by 324 mm; 9.02 by 12.76 in)
• Envelope C5
  (162 by 229 mm; 6.38 by 9.02 in)
• Envelope C6
  (114 by 162 mm; 4.49 by 6.38 in)
• Envelope Monarch
  (98 by 191 mm; 3.88 by 7.5 in)
• Envelope A2
  (111 by 146 mm; 4.38 by 5.75 in)
	✓			✓	

Media	Tray 1	Tray 2	Front manual feed	Rear manual feed	Auto-duplex unit

Cards
● Index cards
   ● 102 by 152 mm; 4 by 6 in
   ● 127 by 203 mm; 5 by 8 in
● A6 card
  (105 by 148 mm; 4.13 by 5.83 in)
	✓			✓	

Media handling

Tray or bin	Size or type of paper	Weight	Dimensions	Capacity
Tray 1	Paper	60 to 135 g/m^2 (16 to 36 lb Bond)	102 by 152 mm (4 by 6 in) to 330 by 483 mm (13 by 19 in)	Up to 150 sheets (15-mm or 0.58-in stack) of plain paper and HP media
	Transparencies	Not applicable (N.A.)		Up to 80 sheets
	Envelopes	75 to 90 g/m^2 (20 to 24 lb Bond envelope)		Up to 15 envelopes (15-mm or 0.6-in stack)
	Cards	110 to 199 g/m^2 (61 to 110 lb Index)		Up to 60 cards (15-mm or 0.6-in stack)
Tray 2	Paper (including larger-size media)	60 to 135 g/m^2 (16 to 36 lb Bond)	183 by 191 mm (7.2 by 7.5 in) to 330 by 483 mm (13 by 19 in)	Up to 250 (25-mm or 0.98-in stack) of plain paper and HP media
Front manual feed	Paper	60 to 135 g/m^2 (16 to 36 lb Bond)	102 by 221 mm (4 by 8.7 in) to 330 by 483 mm (13 by 19 in)	Up to 10 sheets
	Transparencies	N.A.		Up to 3 sheets
Rear manual feed	Paper	60 to 270 g/m^2 (16 to 72 lb Bond)	102 by 152 mm (4 by 6 in) to 330 by 483 mm (13 by 19 in)	Single sheet
	Transparencies	N.A.		
	Envelopes	75 to 90 g/m^2 (20 to 24 lb Bond envelope)		
	Cards	110 to 199 g/m^2 (61 to 110 lb Index)		

Tray or bin	Size or type of paper	Weight	Dimensions	Capacity
HP auto-duplex unit	Paper ● U.S. Letter ● U.S. Legal ● U.S. Executive ● 11 x 17 ● A4 ● JIS B5 ● A3 ● Super B (13 x 19 inches)	60 to 135 g/m^2 (16 to 36 lb Bond)	183 by 257 mm (7.2 by 10.1 in) to 330 by 483 mm (13 by 19 in)	N.A.
Output tray	All supported media	N.A.	N.A.	Up to 100 sheets plain paper (text printing)

Selecting and loading print media

Tray 1 is designed to print on all media types and sizes that can be used with the printer. Tray 2 is designed to hold larger-size media.

CAUTION   Loading certain types of special media (such as envelopes or cards) in tray 2 can cause jams and might damage the printer.

For a list of media you can use with these trays, see "Media and paper-handling specifications."

Tips for loading paper

- The default tray size is 215.9 by 355.6 mm (8.5 by 14 inches). Extend the paper trays to print on larger media, including 11 x 17, Super B (13 x 19 inches), A3, and B5 media sizes.

- Insert media vertically (portrait orientation). If you want to print horizontally (landscape orientation), make the selection through your software.

- When using the front manual feed, always load paper print-side down with the right edge of the paper aligned against the right edge of the tray. When using the rear manual feed, load paper print-side up with the left edge of the paper against the left edge of the manual feed.

- To prevent jams, load only one type of media at a time into a paper tray. Also, when adding media, always remove the existing media and realign it with the new media before loading. For more information about avoiding media jams, see "Tips for avoiding jams."

- Always use media that conforms to the printer specifications. For more information about types of media that can be used with the printer, see "Media and paper-handling specifications."

- Do not use paper that is heavily textured or does not accept ink well, which can cause poorly filled graphics or text.

- The document margins must match (or exceed) these minimum margin settings in portrait orientation:

Media size	Left and right	Top	Bottom
U.S. Letter, U.S. Legal, U.S. Executive media	6 mm (0.25 in)	3 mm (0.12 in)	13 mm (0.5 in)
11 x 17, statement, A3, Super B (13 x 19 inches), JIS B4, custom sizes	5 mm (0.2 in)	3 mm (0.12 in)	13 mm (0.5 in)
A4	4 mm (0.134 in)	3 mm (0.12 in)	13 mm (0.5 in)
A5, JIS B5, cards, envelopes	3.3 mm (0.13 in)	3 mm (0.12 in)	13 mm (0.5 in)

Configuring paper trays

When you print a document, you can allow the printer to select the tray for the print job, or you can select a specific tray in the printer driver for the print job. These settings are available in the **Source** drop-down menu (Windows) and the **All pages from** pop-up menu (Mac OS) in the printer driver.

If you do not select a tray in the printer driver, the printer automatically selects a tray from which to draw paper based on the paper sizes and paper types configured in the LCD control panel. If both the paper type and paper size settings have not been configured completely, the printer by default draws A4/letter-size or smaller media from tray 1 and larger-size media from tray 2.

For information about configuring paper sizes and paper types for trays, see "Load paper and configure media types and sizes."

Using the paper trays to meet your printing needs

The following table lists possible ways you can use the trays to meet your printing needs.

Note   When you load a new type or size of media in a tray, be sure to change the paper type and paper size settings in the printer.

Settings in the printer driver and software application override LCD control panel settings.

If you want...	Complete the following steps:	For more information
To load both trays with the same paper. **Tray 1 Tray 2**	**1** Load paper in tray 1 and tray 2. **2** Turn on the "Pick From Other Tray If Empty" setting in the LCD control panel. **3** Configure the paper size and paper type settings for both trays in the LCD control panel. Make sure these settings are identical.	● Loading paper trays and configuring the paper size and paper type for trays: See "Load paper and configure media types and sizes." ● Using the "Pick From Other Tray If Empty" setting: See "Protecting special media from accidental use."
To load standard-size paper in tray 1 and larger-size paper in tray 2. **Tray 1 Tray 2**	**1** Load paper in tray 1 and tray 2. **2** Turn off the "Pick From Other Tray If Empty" setting in the LCD control panel. **3** Configure the paper size and paper type settings for both trays in the LCD control panel.	
To load special media (such as transparencies or letterhead) in tray 1 and plain paper in tray 2. **Tray 1 Tray 2**	**1** Load special media in tray 1, and then load plain paper in tray 2. **2** Turn off the "Pick From Other Tray If Empty" setting in the LCD control panel. **3** Configure the paper size and paper type settings for both trays in the LCD control panel.	
To load plain paper in tray 1 and special media (such as brochure paper or letterhead) in tray 2. **Tray 1 Tray 2**	**1** Load plain paper in tray 1, and then load special media in tray 2. **2** Turn off the "Pick From Other Tray If Empty" setting in the LCD control panel. **3** Configure the paper size and paper type settings for both trays in the LCD control panel.	
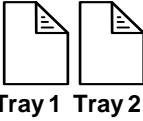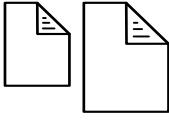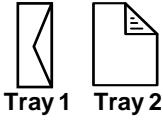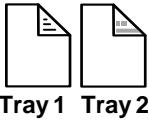
Protecting special media from accidental use

Use the "Pick From Other Tray If Empty" setting to protect special media such as letterhead or preprinted paper from accidental use.

- If the "Pick From Other Tray If Empty" setting is turned off and the printer runs out of paper while printing a document, the printer does not use paper from the other tray to complete the print job.
- The "Pick From Other Tray If Empty" setting is turned off by default.

To protect special media from accidental use

1 Press MENU on the LCD control panel repeatedly until PAPER HANDLING MENU appears.

2 Press ITEM repeatedly until PICK FROM OTHER TRAY IF EMPTY = appears.

3 Press VALUE until the setting you want to use (YES or NO) appears.

4 Press SELECT to make your selection.

Changing the transparency sensor setting

The transparency sensor enables the printer to automatically switch to a transparency printing mode if the current sheet loaded in tray 1 is detected to be a transparency. By default, this setting is turned on.

To change the transparency sensor setting

1 Press MENU repeatedly until PAPER HANDLING MENU appears.

2 Press ITEM repeatedly until TRANSPARENCY SENSOR = appears.

3 Press VALUE until the tray you want to set as the default appears.

4 Press SELECT to make your selection.

Loading the manual feed units

The front and rear manual feed units can be used to meet different printing needs:

- Use the front manual feed to print up to 10 sheets of paper or 3 transparencies.
- Use the rear manual feed for printing single envelopes, cards, custom-size paper, and heavy paper up to 0.52 mm, or 0.02 inch, thick. The rear manual feed provides a straight-through paper path that allows the printer to handle heavy or thick paper.

To load the front manual feed

1 Slide the paper width guide on the output tray to its outermost position.

2 Insert the media along the right side of the front manual feed, print-side down. Push the media in until it reaches the maximum depth.

3 Slide the paper width guide to fit snugly against the media.

4 In the printer driver, select **Manual Feed** as the media source, and then select the type of media.

5 When prompted, press RESUME on the LCD control panel.

To load the rear manual feed

1 If an auto-duplex unit is installed in the printer, remove it and reinstall the rear manual feed:

   a While pushing the auto-duplex unit release buttons, slide the auto-duplex unit out of the printer.

   b Slide the rear manual feed into the back of the printer.

2 Insert a single sheet of media vertically (portrait orientation) along the left side of the rear manual feed. The media should be print-side up.

3 Push the media into the printer.

When the printer sensors detect the media, the printer will pull the media slightly farther into the printer.

4 In the printer driver, select **Manual Feed** as the media source, and then select the type of media.

5 When prompted, press RESUME on the LCD control panel.

Using the printer driver

Setting the default printer

The default printer is the one that is used if you choose the Print command without first specifying which printer you want to use with an application. The default printer should be the printer that you use most often.

Note   For information about setting the default printer on a Macintosh computer, see "Changing printer settings and printing documents."

To set the default printer

1 Click **Start**, point to **Settings**, and then click **Printers** (Windows 95, Windows 98, Windows Millennium Edition, Windows NT 4.0, and Windows 2000).
-Or-
Click **Start,** and then click **Printers and Faxes** (Windows XP).

2 Right-click the printer icon you want to change, and then select **Set As Default** from the pop-up menu.

Changing printer settings

You can change printer settings from the LCD control panel, from the printer driver, and from an application.

Note   For information about changing printer settings on a Macintosh computer, see "Changing printer settings and printing documents."

If you want printing options to be available only in a particular application, change the settings from this application. After you quit the application, the printer settings will return to the defaults configured in the printer driver.

To change printer settings from a software application, from the **File** menu, click **Print**, and then click **Setup** or **Properties**.

If you want printing options to be available in all software applications you use on the computer, change the default settings in the printer driver.

To change settings from the printer driver

1 Click **Start**, point to **Settings**, and then click **Printers** (Windows 95, Windows 98, Windows Millennium Edition, Windows NT 4.0, and Windows 2000).

-Or-

Click **Start,** and then click **Printers and Faxes** (Windows XP).

2 Right-click the printer icon, and then choose the option for your operating system:

- For Windows 95, Windows 98, Windows Millennium Edition, and Windows XP, click **Properties.**

- For Windows NT 4.0, click **Document Defaults** or **Properties**.

- For Windows 2000, click **Printing Preferences** or **Properties**.

3 Change the desired settings, and then click **OK**.

Printing using the printer drivers

In most situations, print documents using the printer driver. Though specific options vary depending on the software application you are using, you can usually gain access to the printer driver by selecting the Print command in the software application.

For more information about printer driver features, see the printer driver online help. For more information about printing from a specific software application, see the documentation for the software application.

Note   For information about printing from a Macintosh computer, see "Changing printer settings and printing documents."

To print using the PCL 5C printer driver

1 Click **File**, and then click **Print**.

2 Make sure the printer is selected, and then click **Properties** or **Setup**. (The options might be different for your application.)

3 Select the media size on which you want to print from the **Size is** drop-down menu,

4 Select the type of media on which you want to print from the **Type is** drop-down menu.

5 Select the location of the media on which you want to print in the **Source is** drop-down menu.

- If the paper type and paper size on which you want to print has been configured in the LCD control panel, select **Auto Select**. The printer automatically selects the appropriate tray for the media. For information about configuring the paper type and paper size settings in the LCD control panel, see "Load paper and configure media types and sizes."

- If you want to print an envelope, card, or other special media using the manual feeds, select **Manual Feed**, and then follow the instructions on the LCD control panel. For information about loading the manual feeds, see "Loading the manual feed units."

- If you want to print to a specific tray, select **Tray 1** or **Tray 2**.

6 On the **Paper** tab, click a print mode in the **Print Quality** section.

7 Change other print settings, if necessary, and then click **OK**.

8 Click **Print**.

To print using the Postscript printer driver

1 Click **File**, and then click **Print**.

2 Make sure the printer is selected, and then click **Properties** or **Setup**. (The options might be different for your application.)

3 Select the media size on which you want to print:

- **Windows 95, Windows 98, and Windows Millennium Edition:** Select the media size in **Paper size** list.

- **Windows NT 4.0:** On the **Page Setup** tab, select the media size from the **Paper Size** drop-down menu.

- **Windows 2000 and Windows XP:** Click **Advanced**, and then select the media size from the **Size is** drop-down menu in the **Paper/Output** options.

4   Select the type of media on which you want to print:

- **Windows 95, Windows 98, and Windows Millennium Edition:** Click **More Options**, and then select the media type from the **Paper type** drop-down menu.

- **Windows NT 4.0:** On the **Advanced** tab, select the media type from the **Media** drop-down menu in the **Paper/Output** options.

- **Windows 2000 and Windows XP:** On the **Paper/Quality** tab, select the media type from the **Media** drop-down menu.

5   Select the location of the media on which you want to print in the **Paper Source** drop-down menu.

This menu is located on the **Paper** tab (Windows 95, Windows 98, and Windows Millennium Edition), the **Page Setup** tab (Windows NT 4.0), or the **Paper/Quality** tab (Windows 2000 and Windows XP).

- If the paper type and paper size on which you want to print has been configured in the LCD control panel, select **AutoSelect Tray** (Windows 95, Windows 98, and Windows Millennium Edition) or **Automatically Select** (Windows NT 4.0, Windows 2000, and Windows XP). The printer automatically selects the appropriate tray for the media. For information about configuring the paper type and paper size settings in the LCD control panel, see "Load paper and configure media types and sizes."

- If you want to print an envelope, card, or other special media using the manual feeds, select **Manual Feed**, and then follow the instructions on the LCD control panel. For information about loading the manual feeds, see "Loading the manual feed units."

- If you want to print to a specific tray, select **Tray 1** or **Tray 2**.

6   Select a print mode for the print job:

- **Windows 95, Windows 98, and Windows Millennium Edition:** On the **Device Options** tab, select **Print Quality** in the **Printer** features list, and then select the print mode in the **Change setting for** drop-down menu.

- **Windows NT 4.0:** On the **Advanced** tab, expand **Document Options**, and then expand **Printer Features**. Select the print mode in the **Print Quality** drop-down menu.

- **Windows 2000 and Windows XP:** On the **Paper/Quality** tab, click **Advanced**. Expand **Document Options**, expand **Printer Features**, and then select the print mode in the **Print Quality** drop-down menu.

7   Change other print settings, if necessary, and then click **OK**.

8   Click **Print**.

Printing on special media

In addition to printing on plain paper, you can use the printer to print on special media, including:

- Envelopes and cards
- Transparencies
- Custom-sized
- Heavy paper (including coated media and photo paper)

Note For best results, load special media in tray 1, or use the rear manual feed. After loading the tray, set the media type and size in the LCD control panel. For more information, see "Load paper and configure media types and sizes."

Select the paper type, the print quality, and the paper source in the printer driver.

For information about supported media types and sizes, see "Selecting and loading print media."

Printing on envelopes and cards

Use the rear manual feed when printing a single envelope or card. Use tray 1 when printing multiple envelopes or cards. With tray 1, you can load up to 15 envelopes or 60 cards (15 mm, or 0.59 inch, stacked).

Note If your application supports printing of envelopes or cards, follow the application's instructions to print the envelope or card.

To print on envelopes and cards using the rear manual feed

Note If you want to print using the rear manual feed and an optional auto-duplex unit is installed in the printer, remove the duplex unit and reinstall the rear manual feed.

For more information about configuring settings in the printer driver, see "Using the printer driver."

1   In the printer driver, select **Manual Feed** as the media source, and then select the envelope or card size.

2   Print the document.

3   When the indicator light on the LCD control panel blinks, insert one envelope (with the flap facing down) along the left edge of the rear manual feed. For more information, see "Loading the manual feed units."

4   Press RESUME on the LCD control panel.

After each page prints, the printer prompts you to load another envelope. Load envelopes, as needed, until the printer finishes printing.

To print on envelopes and cards using tray 1

1   Load the envelopes or cards in tray 1. (If you are loading envelopes, make sure the flap is facing up.) For more information about loading media, see "Load paper and configure media types and sizes."

2   In the printer driver, select **Tray 1** as the media source, and then select the envelope or card size.

3   Print the document.

Printing on transparencies

When printing on transparencies, use the following guidelines:

●   Use tray 1 to print on transparencies. The printer automatically detects that transparencies are loaded and optimizes the printing process to allow the transparencies to dry completely. (You can load up to 80 transparencies in tray 1.)

●   By default, the printer automatically detects transparencies loaded in tray 1. For information about turning on and turning off this setting, see "Changing the transparency sensor setting."

- Handle transparencies using the edges. Oils from your fingers that are deposited on the transparency can cause print quality problems.
- Use HP Premium Plus Inkjet Transparency Film, which is specifically designed to work with your printer, or other transparencies designed to work with HP Inkjet printers. For information about ordering transparencies, see "Ordering supplies and accessories."

To print on transparencies

Note For best results, use HP Premium Plus Inkjet Transparency Film. However, if you are using HP Premium Inkjet Transparency Film instead and are not attending to the print job, use the Best mode to print. This mode requires a longer drying time, ensuring that the ink dries completely before stacking the next page.

For more information about configuring settings in the printer driver, see "Using the printer driver."

1   Load the transparencies into tray 1 with the rough side down and the adhesive strip pointing forward into the tray. For more information about loading media, see "Load paper and configure media types and sizes."

2   In the printer driver, select **Tray 1** as the media source, and then select **HP Premium Transparency** as the media type.

3   Print the document.

Printing on heavy paper

When printing on heavy paper, such as coated paper and photo paper, use the following guidelines:

- Use the manual feed units when printing a single sheet of heavy paper. Use tray 1 or tray 2 when printing multiple sheets of paper.
- When printing on heavy paper (up to a 0.52 mm, or 0.02 inch, thickness), use the rear manual feed. It provides a straight-through paper path that allows the printer to handle heavy or thick paper.

CAUTION Do not use paper that is heavier than the media specification recommended for this printer. Doing so can cause misfeeds, jams, reduced print quality, and excessive mechanical wear. See "Selecting and loading print media."

To print on heavy paper using the front or rear manual feed

If you want to print using the rear manual feed and an optional auto-duplex unit is installed in the printer, remove the duplex unit and reinstall the rear manual feed.

For more information about configuring settings in the printer driver, see "Using the printer driver."

1   In the printer driver, select **Manual Feed** as the media source, select the appropriate media type, and then print the document.

2   When the indicator light on the LCD control panel blinks, insert one sheet of paper into the front or rear manual feed. For more information, see "Loading the manual feed units."

3   If you are using the front manual feed, move the paper guide until it is flush against the paper.

4   Press RESUME on the LCD control panel. If you are printing more than one page, insert another sheet of paper when prompted by the printer, and then press RESUME on the LCD control panel.

Note   If you press RESUME when the front manual feed is out of paper and paper is still loaded in tray 1, the printer will draw paper from tray 1.

If you begin printing from the rear manual feed and you are prompted to load media, you can switch to the front manual feed by inserting a sheet of paper into the front manual feed and pressing RESUME.

To print on heavy paper from tray 1 or tray 2

1   Load the media in tray 1 or tray 2. For more information, see "Load paper and configure media types and sizes."

2   In the printer driver, select **Tray 1** or **Tray 2** as the media source, and then select the appropriate media type.

3   Print the document.

Printing on custom-sized paper

- Use the front manual feed when printing a single sheet of custom-sized or heavy paper that is 102 by 221 mm (4 by 8.7 inches) to 330 by 483 mm (13 by 19 inches). Use the rear manual feed or tray 1 when printing on paper that is 102 by 152 mm (4 by 6 inches) to 330 by 483 mm (13 by 19 inches). Use tray 2 when printing on paper that is 183 by 191 mm (7.2 by 7.5 inches) to 330 by 483 mm (13 by 19 inches). Use tray 1 or tray 2 when printing multiple sheets of paper.

- If your application supports custom-sized paper, set the paper size in the application before creating and printing the document. If your application does not support custom-sized paper, set the size in the printer driver, create the document, and then print it. (You might need to reformat existing documents to print them correctly on custom paper sizes.)

To print on custom-sized paper using the front or rear manual feed

Note   If you want to print using the rear manual feed and an optional auto-duplex unit is installed in the printer, remove the duplex unit and reinstall the rear manual feed.

For more information about configuring settings in the printer driver, see "Using the printer driver."

1   In the printer driver, select **Manual Feed** as the media source, either select or create a custom size, and then print the document.

2   When the indicator light on the LCD control panel blinks, insert one sheet of paper into the front or rear manual feed. For more information, see "Loading the manual feed units."

3   If you are using the front manual feed, move the paper guide until it is flush against the paper.

4   Press RESUME on the LCD control panel. If you are printing more than one page, insert another sheet of paper when prompted by the printer, and then press RESUME on the LCD control panel.

Note   If you press RESUME when the front manual feed is out of paper and paper is still loaded in tray 1, the printer will draw paper from tray 1.

If you begin printing from the rear manual feed and you are prompted to load media, you can switch to the front manual feed by inserting a sheet of paper into the front manual feed and pressing RESUME.

To print on custom-sized paper from tray 1 or tray 2

1   Load the media in tray 1 or tray 2. (For more information, see "Load paper and configure media types and sizes.")

2   In the printer driver, select **Tray 1** or **Tray 2** as the media source, and then either select or create a custom size.

3   Print the document.

Printing on both sides of the page

The printer can automatically print on both sides of paper with an optional auto-duplex unit.

Note   Make sure the auto-duplex unit has been configured in the printer driver you are using. For more information, see "Enable the HP Auto-Duplex Unit in the printer driver (optional)."

Guidelines for printing on both sides of a page

When printing on both sides of the page using the optional auto-duplex unit, use the following guidelines:

- The auto-duplex unit supports the following paper sizes: U.S. Letter, U.S. Legal, U.S. Executive, A4, JIS B4, JIS B5, 11 x 17, A3, and Super B (13 x 19 inches). It does not support smaller sizes or custom sizes.

- The minimum top margin should match or exceed 12 mm (0.5 inch).

- Do not print on both sides of transparencies, envelopes, plain premium inkjet paper, photo paper, brochure paper, or paper lighter than 60 g/m^2 (16 lb Bond) or heavier than 105 g/m^2 (28 lb Bond). Jams might occur with these types of media.

- To print on both sides of paper, make the selection from the software or printer driver. (For Windows, see the printer driver online help. For Macintosh, see the Mac Help on your computer.)

- If you do not use the printer driver that came with the printer, you might need to change the Duplex setting from the Configuration Menu in the LCD control panel to DUPLEX=ON. Also, in the Configuration Menu, set Binding to long edge or short edge. For information about using the LCD control panel, see "Using the LCD control panel."

- Several kinds of paper require a specific orientation when you print on both sides of a page, such as letterhead, preprinted paper, and paper with watermarks and prepunched holes. The auto-duplex unit prints the second side of paper first. For tray 1 and tray 2, load the paper with the front side facing down. For the front manual feed, load the paper with the front side facing up.

- If you attempt to print on both sides of paper without an auto-duplex unit installed, the printer prints the document automatically on one side of the paper.

- When the auto-duplex unit is installed, the rear manual feed is unavailable.

Layout options

The four orientation options for printing on both sides of a page are shown below. These options can be selected from the printer driver or from the LCD control panel by setting BINDING from the Paper Handling Menu and ORIENTATION from the Printing Menu. For information about using the LCD control panel, see "Using the LCD control panel."

Note For Macintosh, select portrait or landscape orientation in the **Page Setup** dialog box.

Long-edge portrait
This is the default printer setting, and the most common layout used, with every printed image oriented right side up. Facing pages are read from top to bottom on the left page, then from top to bottom on the right page.

Long-edge landscape*
This layout is often used in accounting, data processing, and spreadsheet applications. Every other printed image is oriented upside-down. Facing pages are read continuously from top to bottom.

Short-edge portrait*
This layout is often used with clipboards. Every other printed image is oriented upside-down. Facing pages are read continuously from top to bottom.

Short-edge landscape
Each printed image is oriented right side up. Facing pages are read from top to bottom on the left page, then from top to bottom on the right page.

Note When using the PCL 5C printer driver on a computer that runs Windows, select "Flip Pages Up" for the binding options designated with (*) above.

8 Troubleshooting and maintaining

General troubleshooting tips

If you have problems with the printer or have trouble printing, try the following troubleshooting tips to help diagnose and solve the problems:

● Complete the quick checkup steps.

● Print a Configuration Page and a Diagnostic Page. These pages can help diagnose printer problems.

● Check the printer's embedded Web server (if the printer is connected to a network). For more information, see "Using the embedded Web server."

Quick checkup

The following steps can help you identify and solve printer problems.

Step 1: Check the power

Make sure the power cord is connected firmly to the printer and to a working outlet and that the printer is turned on.

Step 2: Check the print media

Make sure media is loaded correctly in the tray and that the media is not jammed in the printer.

For information about loading media, see "Selecting and loading print media." For information about clearing and preventing jams, see "Solving media feed problems."

Step 3: Check the LCD control panel

The printer displays two general types of error messages:

Error message type	Example	Solution
Error messages showing common printer errors	`BAD INK CARTRIDGE OR PRINTHEAD`	See "Common printer messages."
Messages showing error codes	`EVENT: XXXX`	The printer might have a hardware problem. Turn off the printer, wait for a few seconds, and then turn it on again. In most situations, this action solves the problem. If the message persists, your printer might need service. Write down the error code and contact HP.

Step 4: Check the indicator light

If the indicator light on the LCD control panel is flashing and the printer does not print, lift up the printhead cover and make sure the carriage lock properly secures the hook on the printhead access latch.

For more information the indicator light, see "Understanding LCD control panel parts."

Step 5: Check the ink cartridges and printheads

Make sure all four ink cartridges and printheads are properly installed and that the protective tape covering the ink nozzles has been removed. Make sure the ink cartridges are not empty.

For information about maintaining ink cartridges and printheads, see "Replacing ink cartridges and printheads" and "Maintaining the printheads."

Step 6: Check the printer setup

Make sure the printer is selected as the current or default printer. If your computer is running Windows, make sure that Pause Printing is not selected.

For more information about checking printer settings, see the documentation for your computer.

Step 7: Check the print settings

Make sure the print settings (such as paper type, paper size, margins, and color) in the printer driver are correct. Also, check the settings in the **Page Setup** dialog box (typically available by selecting **Page Setup** from the **File** menu in an application).

Step 8: Check the USB or parallel port on your computer

Make sure your printer is connected directly to the USB or parallel port. Do not share the port with other devices, such as a Zip drive.

For information about connecting the printer to the USB or parallel port on your computer, see "Install the printer software and connect the interface cable."

Step 9: Check the network setup

Make sure that your printer is properly set up in the network environment.

Note   If the printer is connected to a network, you can use the embedded Web server in the printer to check the network setup. For more information about using the embedded Web server, see "Using the embedded Web server."

For more information about setting up and using the printer in a network environment, see "Installing optional accessories."

Printing a Configuration Page
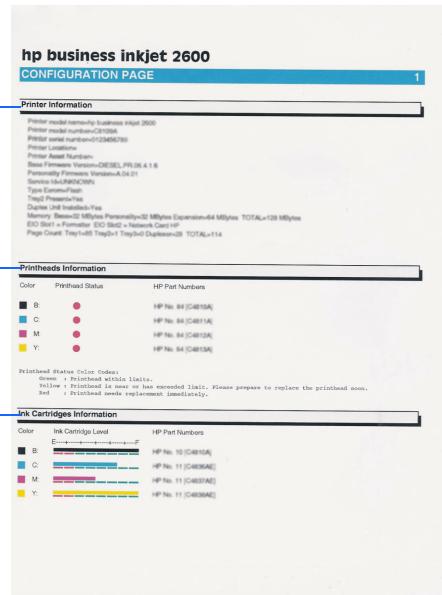
Item	Description
1	Printer Information: Shows general printer information, such as firmware version number, model name, and memory installed.
2	Printheads Information: Shows printhead health information for each printhead.
3	Ink Cartridges Information: Shows the amount of ink left in each ink cartridge.

To print a Configuration Page

1   Press MENU on the LCD control panel until `INFORMATION MENU` appears.

2   Press ITEM until `PRINT CONFIGURATION` appears.

3   Press SELECT to print the configuration page.

Note   If an HP Jetdirect print server is installed, two pages print.

Printing a Diagnostic Page

Note The information on the diagnostic page is useful to the HP Customer Care Center in helping you to troubleshoot any printer problem.
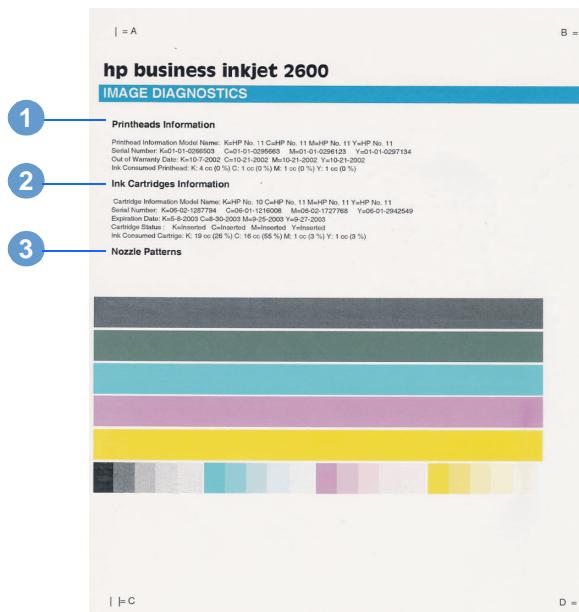
Item	Description
1	Printheads Information: Shows printhead information, such as the model name, out-of-warranty date, and the amount of ink consumed for each printhead.
2	Ink Cartridges Information: Shows ink cartridge information, such as the model name, expiration date, and the amount of ink consumed for each ink cartridge.
3	Nozzle patterns: Indicate whether the printheads have faulty nozzles.

To print a Diagnostic Page

1 Press MENU on the LCD control panel until INFORMATION MENU appears.

2 Press ITEM until PRINT DIAGNOSTIC PAGE appears.

3 Press SELECT to print the diagnostic page.

Solving advanced printer problems

The following information provides solutions to advanced problems you might encounter with the printer. To use this information, locate the problem you are encountering, and then follow the instructions for solving the problem.

Problems with the printer

Note   If the printer is used on a network, see the electronic *HP Jetdirect Print Server Administrator's Guide* on the Starter CD.

The printer is not responding

- **Check the printer LCD control panel for error messages**

    For a list of messages showing common printer errors, see "Common printer messages."

- **Check the printer setup**

    Check to make sure the ink cartridges, printheads, and print media are loaded correctly. Also make sure that the printer cable is firmly connected from the printer to your computer and that the power cable is connected from your printer to the wall outlet.

    Ensure that the correct port (LPTx) is selected and that the printer is connected directly to your computer. If your printer is connected to a switch box, complete one of the following, and then try printing again:

    - Make sure that you have selected the correct switch.
    - Connect the printer directly to the computer without the switch box.

- **Check that only one cable is connected**

    Do not connect more than one interface cable (network cable, parallel cable, or USB cable) to the printer at the same time. If two or more cables are connected, turn off the printer and disconnect the cable you are not using.

- **Check the power**

  If the printer is turned on:

  Check to make sure your printer is selected as the current or default printer. For information about setting the default printer in Windows, see "Setting the default printer." For information about setting the default printer in the Mac OS, see "Changing printer settings and printing documents."

  If the printer is not turned on:

  Press and hold the POWER button on the printer for a few seconds. After a brief printer startup, you should see a steady green light above the button.

Note If you tried to print when the printer was turned off, an alert message should have appeared on your computer. If the printer was off and you did not see a message when you tried to print, the printer setup might be incorrect. Uninstall the printer software by running the uninstaller program in the printer's program group or the Add/Remove Programs utility (Windows) or by selecting the uninstall option in the Installer (Mac OS). Then reinstall the software that came with your printer.

The printer light blinks amber

An event that requires user intervention or an error has occurred. For example, a printer cover might not be closed properly, or the carriage might be jammed.

- **Check the LCD control panel**

  If the message shows a common printer error, see "Common printer messages." Follow the recommended actions to resolve the error.

- **Restart the printer**

  The printer might have a hardware problem. Turn off the printer, wait for a few seconds, and then turn it on again. In most situations, this action solves the problem. If the message persists, your printer might need service. Write down the error code and contact HP.

The printer light turns off while the printer is turned on

A nonrecoverable error has occurred, such as a hardware problem.

Turn off the printer, wait for a few seconds, and then turn it on again. In most situations, this action solves the problem. If the message persists, your printer might need service. Write down the error code and contact HP.

The printer shuts down unexpectedly

- **Check the power**

  Make sure the power cord is connected firmly to the printer and to a working outlet, and that the printer is turned on. The indicator light on the LCD control panel should be green. Try turning the printer off, and then on again.

Nothing is printed

- **Be patient**

  Complex documents that contain many fonts, graphics, and color photos take longer to begin printing. The indicator light on the LCD control panel blinks green when the printer is processing information.

- **Check the power**

  Make sure the power cord is connected firmly to the printer and to a working outlet, and that the printer is turned on. The indicator light on the LCD control panel should be green. Try turning the printer off and then on again.

- **Check the print media**

  Make sure media is loaded correctly in the paper tray and that the print media is not jammed in the printer. For more information about loading media, see "Selecting and loading print media."

- **Check the ink cartridges and printheads**

  Make sure the ink cartridges and printheads are properly installed. Properly close the printhead access latch and printhead cover. Make sure the protective tapes have been removed from the printheads.

- **Try printing a "sample page"**

  1 Press MENU on the LCD control panel until INFORMATION MENU appears.

  2 Press ITEM until PRINT DEMO appears.

  3 Press SELECT to print the demo page.

- **Check the printer setup**

  Make sure the printer is selected as the current or default printer. For information about setting the default printer in Windows, see "Setting the default printer." For information about setting the default printer in the Mac OS, see "Changing printer settings and printing documents."

  Also, if your computer is running Windows, make sure that Pause Printing is not selected.

  1 Click **Start**, point to **Settings**, and then click **Printers** (Windows 95, Windows 98, Windows Millennium Edition, Windows NT 4.0, and Windows 2000).
     -Or-
     Click **Start,** and then click **Printers and Faxes** (Windows XP).

  2 Right-click the printer icon you want to change, and then make sure that **Pause Printing** is not selected.

- **Check the network setup**

  Make sure that your printer is properly set up in the network environment. For information about setting up and using the printer on a network, see "Installing optional accessories." Also, see the electronic *HP Jetdirect Print Server Administrator's Guide* on the Starter CD.

Printer takes a long time to print a job

- **Check your system configuration**

  Make sure your computer meets the designated system requirements. Although the printer is designed to function with a computer that meets the minimum system requirements, printer performance is optimized with a computer that meets the recommended system requirements.

  For information about system requirements, see "Printer specifications."

- **Make sure the computer has sufficient hard-disk space**

  If you are printing graphics-intensive files, make sure you have enough hard-disk space.

- **Make sure the port setting configuration in the computer is set to ECP (Windows 95 and Windows 98 only)**

  See the computer's manual for information on how to change your port setting, or contact your computer manufacturer.

- **Make sure the computer has enough resources available (Windows only)**

  If less than 80 percent of the computer resources are available, printing could be significantly slower.

  To make more computer resources available, close all unused applications and resend your print job. If necessary, restart your system, and then resend your print job.

Printing problems

A blank page is printed

- **Check the LCD control panel for error messages**

  For a list of recoverable errors, see "Common printer messages."

- **Check the printheads for tape**

  Make sure you have removed the printhead protective tapes that cover the ink nozzles.

- **Check the ink cartridges**

  If you are printing black text and a blank page prints, your black ink cartridge might be empty.

- **Check the printer setup**

  Make sure your printer is selected as the current or default printer. For information about setting the default printer in Windows, see "Setting the default printer." For information about setting the default printer in the Mac OS, see "Changing printer settings and printing documents."

- **Check the parallel port on your computer (Windows only)**

  If you are using a parallel interface connection, make sure the printer is connected directly to the parallel port. Do not share the port with other devices, such as a Zip drive.

Placement of the text or graphics is wrong

● **Make sure the media size or orientation settings are correct**

Make sure the media size and page orientation selected in the software application match the settings in the printer driver.

● **Make sure the media is loaded correctly**

If everything on the page is slanted or skewed, check the following:

  • Make sure the paper width and length guides fit snugly against the left and bottom edges of the paper stack.

  • For tray 1, make sure that no more than 150 sheets of paper or 80 transparencies (up to a 15 mm- or 0.58 inch-thick, stacked) are loaded in the tray. For tray 2, make sure that no more than 250 sheets of paper (up to a 25 mm- or 0.98 inch-thick, stacked) are loaded in the tray.

For more information about loading paper, see "Selecting and loading print media."

● **Make sure the margin settings are correct**

If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of your printer. For more information about printer margins, see the table of minimum margins in "Tips for loading paper."

● **If the document is formatted for an HP LaserJet printer, set the printable area correctly (Windows only)**

When printing documents formatted for an HP LaserJet printer, pages in your document might be cropped or truncated, or the content of one page might overflow to the next. Set the **Emulate LaserJet Margins** option in the printer driver.

Text or graphics are cut off at the edges of a page

- **Make sure the orientation settings are correct**

  The page orientation selected might not be correct for the document you are printing. See "Changing printer settings"for instructions about changing print settings.

- **Make sure the margin settings are correct**

  If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of your printer. For more information about printer margins, see the table of minimum margins in "Tips for loading paper."

- **Make sure the content fits on the page**

  Content that is cut off might be outside the printable area. Or, the size of the document you are printing is larger than the paper size in the main tray.

  Check if the layout of the document you are trying to print will fit on a paper size supported by the printer, and then load the correct paper size. Make sure to select the correct page orientation.

  Alternatively, if your computer is running Windows, select **Emulate LaserJet Margins** in the printer driver to scale the document to fit the paper size currently selected. Sometimes software applications also allow you to select this print mode.

- **Make sure the paper is loaded correctly**

  Make sure the paper width and length guides fit snugly against the left and bottom edges of the paper stack. Also, make sure that the correct paper orientation is selected.

  See "Selecting and loading print media" for instructions about loading paper.

  See "Changing printer settings" for instructions about changing print settings.

- **The software application cannot interpret print settings properly**

  Check the Release Notes for known software conflicts. Otherwise, check your software application manual, or call the software manufacturer for more specific help for this problem.

The wrong fonts are printed

- **Make sure that fonts are used correctly in the document**

  Make sure you correctly apply the font you want to use. For example, in a graphics application, place the words in the desired size; do not enlarge by dragging and sizing.

- **Make sure the font is available in your computer**

  The fonts used in the document might not match the fonts currently available in your computer or the type of font used is not designed to be printed. (A font is a collection of typefaces or styles used to give your text a particular look.) Make sure the font is available in your software application's font selection box, and make sure it is a TrueType™ font.

  TrueType is a technology that can create fonts of any sizes from a basic font outline. TrueType fonts are scalable. They can be scaled at any time for use on the computer screen or the printer. This is the standard font-scaling technology in Windows.

- **The wrong printer driver is selected**

  Check to make sure your printer is selected as the current or default printer. For information about setting the default printer in Windows, see "Setting the default printer." For information about setting the default printer in the Mac OS, see "Changing printer settings and printing documents."

- **The software application is conflicting with the printer**

  The problem is likely a conflict related to the software application you are using. Contact the manufacturer of your software for help.

  See the release notes for a list of known conflicts with popular software applications.

- **ISE fonts are enabled in the LCD control panel**

  If ISE fonts are not required to print your documents, disable these fonts by setting `ISE FONTS` to `NO` on the Printing Menu in the LCD control panel. For more information about changing LCD control panel menu settings, see "Changing LCD control panel menu settings."

Text is jagged at the edges

- **Make sure the correct type of font has been chosen**

  Some software applications offer custom fonts that have jagged edges when enlarged or printed. By using TrueType fonts, you can ensure that the printer is able to print smooth fonts. When selecting a font, look for the TrueType icon.

- **A bitmap image of text is being printed**

  A bitmap image of text might have jagged edges when skewed, enlarged, or printed. By using TrueType fonts, you can ensure that the printer is able to print smooth-looking fonts. When selecting a font, look for the TrueType icon.

- **An incorrect paper type is being used**

  Your printer is designed to work well with most office paper types or quality 25 percent cotton bond paper. Because it uses ink to produce an image, paper that accepts ink well produces the best results. Paper that is heavily textured or does not accept ink well can cause graphics and text to print poorly.

  It is best to test a variety of paper types before buying large quantities. Find a paper type that works well and is easy to purchase. HP Inkjet media are designed for the best quality results.

  To determine if the paper type is the cause of the problem, try printing the same document on a type of paper that has previously worked well with your printer.

- **The software application is conflicting with the printer**

  The problem is likely a conflict related to the software package you are using. Contact the manufacturer of your software for help.

  See the release notes for a list of known conflicts with popular software applications.

The printout is incorrect or part of it is missing

- **The margin settings might be wrong**

  Make sure the margin settings for the document do not exceed the printable area of your printer. For more information about printer margins, see "Load paper and configure media types and sizes."

- **Color print settings might be wrong**

  The grayscale printing option is probably selected in the printer driver.

  Windows
  - **PCL 5C:** Make sure the **Print In Grayscale** check box is cleared on the **Color** tab.
  - **Postscript:** Make sure that **Print Color as Gray** is turned off in the **Device Options** tab (Windows 95, Windows 98, and Windows Millennium Edition); **Monochrome** is not selected on the **Page Setup** tab (Windows NT 4.0); or **Black & White** is not selected on the **Paper/Quality** tab (Windows 2000 and Windows XP).

  Mac OS
  - **Mac OS 8.6 to Mac OS 9.1:** Select **Color Matching** from the main pop-up menu in the **Print** dialog box. Make sure the **Black and White** or **Grayscale** option are not selected in the **Print Color** pop-up menu.
  - **Mac OS X:** Select **HP Image Quality** from the main pop-up menu in the **Print** dialog box and make sure the **Print Color as Gray** option is not selected.

Note   For information about configuring printer settings in Windows, see "Using the printer driver." For information about setting the default printer in the Mac OS, see "Changing printer settings and printing documents."

- **The wrong printer driver is selected**

  Check to make sure your printer is selected as the current or default printer. For information about setting the default printer in Windows, see "Setting the default printer." For information about setting the default printer in the Mac OS, see "Changing printer settings and printing documents."

- **The Symmetrical Margins option makes the left and right margins equal and top and bottom margins equal (Windows only)**

  If the page appears incorrect, make sure this setting is not selected in the printer driver.

Meaningless characters printed

- **A cable connection is poor**

  A common cause for nonsense characters is a poor cable connection between the printer and computer.

  Make sure the cable connection at both ends is good and that the cable is securely fastened.

- **The system needs to be restarted**

  Turn off the printer and computer for a few seconds, turn them both back on, and then try printing again.

- **The wrong printer driver is selected**

  Check to make sure your printer is selected as the current or default printer. For information about setting the default printer in Windows, see "Setting the default printer." For information about setting the default printer in the Mac OS, see "Changing printer settings and printing documents."

- **The document file is damaged**

  Occasionally, a document file can become damaged. If you can print other documents from the same software package, try to print using a backup copy of your document, if available.

Printout is slanted or skewed

If paper is twisting as it feeds or margins appear crooked, the paper guides might not be pressed snugly but gently against the paper. Both the length and width paper guides must be gently pressed against the paper.

Ink is smearing

- **The printout did not have time to dry**

  When printing documents that use a lot of ink, you must allow the document more time to dry before handling it. This is especially true for some transparencies.

  For best results, use HP Premium Plus Inkjet Transparency Film. However, if you are using HP Premium Inkjet Transparency Film instead and are not attending to the print job, use the Best mode to print. This mode requires a longer drying time, ensuring that the ink dries completely before stacking the next page.

- **The paper type is causing the smearing**

  Some types of paper do not accept ink well, which causes the ink to dry more slowly and results in smearing.

  See "Media and paper-handling specifications" for more information about paper.

- **The paper has been exposed to a humid environment**

  If paper has been exposed to a humid environment, it might be difficult to achieve the correct drying time, especially when printing with heavy color saturation. Print on a fresh ream of paper that has been stored in a cool, dry place.

- **Too much ink on the page is causing wrinkling**

  Color documents with rich, blended colors can use excess ink, which wrinkles the page during printing and causes smearing. Try using the **Normal** or **Fast** print quality setting to reduce ink, or use HP media designed for printing vivid color documents.

Ink is not filling the text or graphics completely

- **The ink cartridges have poor contact**

  Try removing and then reinstalling the ink cartridges, making sure that they snap firmly into place.

- **The ink cartridge is out of ink**

  Your ink cartridge might be out of ink. Replace the empty ink cartridge. See "Replacing ink cartridges and printheads."

- **An incorrect paper type is being used**

  Some paper types are not suitable for use with your printer. See "Media and paper-handling specifications."

- **The wrong print quality mode is being used**

  Try to print using **Best** print quality mode. If this does not help, see "Telephone support" for information about contacting HP.

Color problems

Printouts are faded or dull-colored

- **Fast print quality is selected**

  The Fast mode allows you to print at a faster rate. As such, this option is good for printing drafts. To achieve better colored printout, select **Normal** or **Best** print quality in the printer driver.

- **An incorrect paper type print setting is being used**

  When printing on transparencies or other special paper types, select the corresponding paper type in HP's Print Settings dialog box. This dialog box allows you to gain access to printer features from a software application, such as a word-processing and graphics application. You use the printer driver to select print quality, page orientation, paper type, and paper size.

- **An incorrect paper type is being used**

  Some paper types are not suitable for use with your printer. See "Media and paper-handling specifications."

- **An ink cartridge is low on ink**

  Check that all the lines are connected and printed properly. If the lines are broken, your ink cartridge is probably out of ink. Replace the ink cartridge with a new one. However, if you have recently replaced your cartridge, the cartridge is probably bad. See "Telephone support" for information about contacting HP.

The wrong colors are printing or colors are printing as black and white

- **The grayscale printing option is selected in the printer driver**

  The grayscale printing option is probably selected in the printer driver.

  Windows
  - **PCL 5C:** Make sure the **Print In Grayscale** check box is cleared on the **Color** tab.
  - **Postscript:** Make sure that **Print Color as Gray** is turned off in the **Device Options** tab (Windows 95, Windows 98, and Windows Millennium Edition); **Monochrome** is not selected on the **Page Setup** tab (Windows NT 4.0); or **Black & White** is not selected on the **Paper/Quality** tab (Windows 2000 and Windows XP).

  Mac OS
  - **Mac OS 8.6 to Mac OS 9.1:** Select **Color Matching** from the main pop-up menu in the **Print** dialog box. Make sure the **Black and White** or **Grayscale** options are not selected in the **Print Color** pop-up menu.
  - **Mac OS X:** Select **HP Image Quality** from the main pop-up menu in the **Print** dialog box and make sure the **Print Color as Gray** option is not selected.

Note   For information about configuring printer settings in Windows, see "Using the printer driver." For information about setting the default printer in the Mac OS, see "Changing printer settings and printing documents."

- **The color cartridge is empty**

  When colors are completely wrong, the printer might have run out of one or more colors of ink. See "Replacing ink cartridges and printheads."

- **The printheads are clogged or need cleaning**

  Whenever print quality noticeably decreases, it is a good idea to clean the printheads. For instructions to clean the printheads from the printer LCD control panel, see "Maintenance Menu."

Note   Printhead condition and paper type are important factors in print quality. For more information, see "Maintaining the printheads."

Bleeding colors are apparent in printout

- **The print setting is using too much ink**

  Some paper type settings (such as transparency) and print quality settings (such as **Best**) require more ink than others. Choose different print settings in the printer driver. Also, make sure that you have selected the correct paper type in the printer driver.

- **An incorrect paper type is being used**

  Some paper types are not suitable for use with your printer. See "Media and paper-handling specifications."

- **The ink cartridges have been refilled**

  HP does not guarantee or support refilled ink cartridges. Refilling processes and the use of incompatible inks might disrupt the intricate printing system, potentially resulting in reduced print quality and even printer damage.

  See "Supplies" for the reorder number of original HP ink cartridges.

Colors do not line up properly with each other

- **The printheads need to be aligned**

  The printheads on your printer are automatically aligned when a printhead is replaced. However, you might notice print quality improvement by performing the alignment procedure.

  For instructions about aligning the printheads from the printer LCD control panel, see "Maintenance Menu."

- **Graphics in the document are not placed properly**

  Use the zoom or print preview feature of your software application to check for gaps in the placement of graphics on the page.

Paper-handling problems

Paper feed problems

- **Print media is jammed in the printer**

  Check that there is no jam.

  See "Media jams" for instructions about clearing a jam.

- **Paper is not loaded correctly**

  Make sure the paper width and length guides fit snugly against the left and bottom edges of the paper stack. Also, make sure that the correct paper orientation is selected.

  See "Selecting and loading print media" for instructions about loading paper.

  See "Changing printer settings" for instructions about changing print settings.

- **An incorrect paper type is being used**

  Some paper types are not suitable for use with your printer. See "Media and paper-handling specifications."

- **Two or more paper types are loaded**

  Make sure you only load one type of paper at a time.

Paper tray cannot be inserted

- **Something in the printer is blocking the tray**

  Check the slot where the paper tray fits to ensure that nothing is broken or jammed that would prevent the tray from being inserted.

- **A tray was removed after a power failure or after a jam**

  With the tray out, turn the printer off and then on again. Reinsert the tray.

- **A tray is not aligned with the printer**

  Make sure the tray is aligned with printer's opening.

Paper is not picked up from a tray

- **The tray size or type settings configured in the LCD control panel do not match the size or type selected in the printer driver**

  Make sure the correct media is loaded in the tray and that the media size and type are set correctly in the LCD control panel. For more information about setting media sizes and types, see "Load paper and configure media types and sizes."

- **The paper width guide is pressed too tightly against the paper stack**

  Check that the paper width guide is snug, but not tight, against the paper stack.

- **Photo paper is curled**

  If you are using photo paper, make sure it is not curled. Uncurl the paper by gently bending it in the opposite direction of the curl.

- **The "Pick From Other Tray If Empty" setting is turned off**

  If you want the printer to draw paper from the other tray if it runs out of paper, make sure the "Pick From Other Tray If Empty" setting is turned on and that the media type and size settings in the LCD control panel are the same for both trays. If this setting is turned off, the printer does not use paper from the other tray to complete the print job.

Paper is not picked up from the manual feed units

- **The paper width guide in the front manual feed is pressed too tightly against the paper stack**

  Check that the paper width guide is snug, but not tight, against the paper stack.

- **Too much media is loaded in the manual feed units**

  The front manual feed is designed to hold up to 10 sheets of paper. The rear manual feed is designed to hold a single sheet of media.

- **Paper is wrinkled or bent**

  Make sure the paper is not wrinkled or bent. Remove media from the manual feed units after use. Leaving media in the manual feed units overnight can cause the media to bend.

- **Paper in tray 1 is interfering with the front manual feed, causing more than one page to be fed**

  Remove the media in tray 1.

Paper output problem

- **The output tray length guide is not extended, causing pages to fall off the printer**

  Make sure the output tray length guide is extended.

- **More than 150 sheets are on the output tray**

  Remove the paper on the output tray.

Solving media feed problems

Incorrect media type or size

If the media loaded in a tray is not the same as the media selected in the printer driver or configured in the LCD control panel, the LCD control panel displays this message:

```
NOT FOUND [TRAY] [MEDIASIZE] [MEDIATYPE].
PRESS RESUME TO CONTINUE
```

To resolve a media mismatch, load the correct media in the designated paper tray and press RESUME to print the entire print job, or press CANCEL to delete the print job from the print queue.

If you do not press RESUME or CANCEL and the printer has selected the paper tray automatically, the printer attempts to draw media from the other paper tray (if the "Pick From Other Tray If Empty" setting is turned on and both trays have the same type and size settings in the LCD control panel).

- If the other paper tray is loaded with the correct-size media or media that is larger than the print job, the print job prints correctly.

- If the paper tray is loaded with media that is too small, the printer displays the following message on the LCD control panel:

  ```
  NOT FOUND [TRAY] [MEDIASIZE] [MEDIATYPE].
  PRESS RESUME TO CROP AND CONTINUE
  ```

  If you press RESUME, the printer crops the print job to fit it on the available media.

To avoid media mismatches, find out which tray contains the media on which you want to print, and then select that tray in the printer driver.

Media jams

If media is jammed in the printer, follow these instructions to clear the jam.

After the jam is cleared, the printer deletes the print job that jammed and continues with the next print job in the print queue. You will need to resend the page or pages that were jammed in the printer.

Tips for avoiding jams

● Make sure nothing is blocking the paper path.

● Do not overload the paper trays. Tray 1 holds up to 150 pages of print media, and tray 2 holds up to 250 sheets of print media. These stacks of media should measure no more than 15 mm (0.58 inch) in thickness for tray 1 and no more than 25 mm (0.98 inch) in thickness for tray 2.

● Load media properly. For more information, see "Selecting and loading print media."

● Do not use media that is damaged, curled, or wrinkled. Do not use paper with cutouts or perforations or paper that is heavily textured or embossed.

● Avoid paper that is too thin, has a slick texture, or "stretches" easily. Such paper does not feed properly through the printer's paper path.

● Always use media that conforms with that listed in "Media and paper-handling specifications."

To clear jams

1 Remove all media from the output tray.

2 Open the top cover to locate the jam. When you lift the top cover, the carriage should return to its position on the right side of the printer.

3 If the carriage does not return to the right side of the printer, turn the printer off before you remove the jammed media.

CAUTION Do not stick your hands in the printer when the printer is on and the carriage is stuck.

4 Free any wrinkled media and pull the sheet towards you through the top of the printer.

5 If the jammed media is not in the interior of the printer, check for a jam in tray 1. If you cannot locate the jam in tray 1, proceed to step 6.

   a Pull out tray 1.

   b Remove any jammed media from tray 1.

   c Slide tray 1 back into the printer.

6 Pull out tray 2.

   a Remove any jammed media from tray 2.

   b If you cannot locate the jammed media by removing tray 2 from the printer, turn off the printer and remove the power cord.

   c Lift the printer off the tray 2 base.

   d Remove the jammed media from the bottom of the printer.

   e Reposition the printer on top of the tray 2 base.

   f Slide tray 2 into the printer.

7 If you cannot locate the jammed media in tray 1 or tray 2, and you have the rear manual feed installed, remove the rear manual feed and check for jammed media. If you do not have the rear manual feed installed, proceed to step 8.

   a To remove the rear manual feed, slide it out of the printer while pushing the rear manual feed release buttons.

   b Grasp any jammed media with both hands and pull it towards you.

   c Reinsert the rear manual feed in the printer.

8 If you cannot locate the jammed media in tray 1 or tray 2, and you have the auto-duplex unit installed, remove the rear cover from the auto-duplex unit. To remove the rear cover, push the handles on the rear cover toward each other, and then pull the rear cover off.
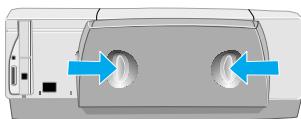
    a Grasp any jammed media with both hands and pull it towards you.
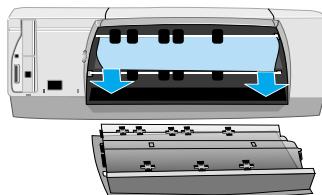
    b Reposition the rear cover on the auto-duplex unit.

9 After you clear the jam, close all covers and press RESUME.

After the jam is cleared, the printer deletes the print job that jammed and continues with the next print job in the print queue. You will need to resend the page or pages that were jammed in the printer.

Replacing ink cartridges and printheads

Replace the ink cartridges and printheads when the following
messages appear on the LCD control panel:

    [COLOR] INK CARTRIDGE EMPTY

    REPLACE [COLOR] INK CARTRIDGE

    REPLACE [COLOR] PRINTHEAD

For installation information, see the instructions included with the ink
cartridges or printheads.

Maintaining the printheads

Printhead information

The printheads for your printer have microscopic nozzles that can clog
when exposed to the air for more than a few minutes. The printer is
designed to prevent nozzles from drying out when the printer is idle and
when it is turned off using the POWER button on the printer.

A printhead that is not used for long periods of time can also clog,
resulting in a noticeable decrease in print quality. To unclog the
nozzles, clean the printheads.

Cleaning the printheads

Clean the printheads when lines or dots are missing from printed text or
graphics. These defects occur when ink nozzles in the printheads are
exposed to air for prolonged periods of time.

Note   Cleaning the printheads unnecessarily wastes ink and shortens the life
of the printheads.

To clean the printheads

1 Press MENU on the LCD control panel until `MAINTENANCE MENU` appears.

2 Press ITEM until `CLEAN PRINTHEADS` appears.

3 Press SELECT.

Press `YES` or `NO` when prompted. There are three levels of cleaning.

Note   Because the third cleaning level uses a large amount of ink, do not use this cleaning level often.

Aligning the printheads

The printheads are automatically aligned upon installation. If your printouts look like the printheads are misaligned, you can align them through the LCD control panel.

To align the printheads

1 Press MENU on the LCD control panel until `MAINTENANCE MENU` appears.

2 Press ITEM until `ALIGN PRINTHEADS` appears.

3 Press SELECT.
The printer prints a page with alignment patterns.

9 Ordering supplies and accessories

You can order HP supplies and accessories from HP's website at http://www.hpshopping.com.

Available accessories

Auto-duplex unit

HP Auto-Duplex Unit	C8219A

Memory modules

HP 64 MB SDRAM PC-100 Module	C2387A
HP 128 MB SDRAM PC-100 Module	C2388A

Parallel cables

HP IEEE-1284 A-B Parallel Cable (2 m; 6.6 ft)	C2950A
HP IEEE-1284 A-B Parallel Cable (3 m; 9.8 ft)	C2951A

USB cable

HP USB A-B (2 m; 6.6 ft)	C6518A

Networking accessories

HP Jetdirect 615N (EIO) Internal Print Servers

Fast Ethernet, RJ-45 (10/100Base-TX)	J6057A

HP Jetdirect 610N (EIO) Internal Print Servers

Ethernet/Fast Ethernet, 802.3, RJ-45 (10/100Base-T)	J4169A
Token Ring/802.5, DB9, RJ-45	J4167A

HP Jetdirect 600N (EIO) Internal Print Servers

Ethernet/802.3 RJ-45 (10Base-T)	J3110A
Ethernet/802.3 BNC (10Base2), RJ-45 (10Base-T), Mini-DIN 8 (LocalTalk)	J3111A

HP Jetdirect 500X External Print Servers

Token Ring/802.5, DB9, RJ-45, 3 parallel ports	J3264A
Fast Ethernet/802.3, BNC (10Base2), RJ-45 (10/100Base-TX), 3 parallel ports	J3265A

HP Jetdirect 300X External Print Servers

Fast Ethernet/802.3 RJ-45 (10/100Base-TX), parallel port	J3263A

HP Jetdirect 175X External Print Servers

Ethernet/802.3 RJ-45 (10/100Base-TX), USB port	J6035A

HP Jetdirect 170X External Print Servers

Ethernet/802.3 RJ-45 (10Base-T), parallel port	J3258B

Supplies

Ink cartridges

HP No. 10 Black ink cartridge, 69 ml	C4844A
HP No. 11 Cyan ink cartridge, 28 ml	C4836A
HP No. 11 Magenta ink cartridge, 28 ml	C4837A
HP No. 11 Yellow ink cartridge, 28 ml	C4838A

Printheads

HP No. 11 Black printhead	C4810A
HP No. 11 Cyan printhead	C4811A
HP No. 11 Magenta printhead	C4812A
HP No. 11 Yellow printhead	C4813A

Everyday paper

HP Office Paper

2500 sheets	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	25005
10-ream carton	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C8511
10-ream carton (3-hole punched)	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C3HP
10-ream carton	U.S. Legal (216 by 356 mm; 8.5 by 14 in)	C8514
5-ream carton	11 x 17 (279.4 by 431.8 mm)	C1117

HP Office Recycled Paper

500 sheets	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	E1120
500 sheets (3-hole punched)	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	E113H
500 sheets	U.S. Legal (216 by 356 mm; 8.5 by 14 in)	E1420

HP Multipurpose Paper

5-ream carton	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	M115R
250 sheets	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	25011
500 sheets	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	M1120
500 sheets (3-hole punched)	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	M113H
500 sheets	U.S. Legal (216 by 356 mm; 8.5 by 14 in)	M1420
500 sheets	11 x 17 (279.4 by 431.8 mm)	M1720

HP Printing Paper

500 sheets	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	P1122
250 sheets	11 x 17 (279.4 by 431.8 mm)	P1722

Business communication paper

HP Bright White Inkjet Paper

500 sheets	Letter (216 by 279 mm; 8.5 by 11 in)	C1824A
200 sheets	11 x 17 (279.4 by 431.8 mm)	C1857A
500 sheets	A4 (210 by 297 mm; 8.3 by 11.7 in)	C1825A
200 sheets	A3 (297 by 420 mm; 11.7 by 16.5 in)	C1858A

HP Professional Brochure and Flyer Paper

50 sheets, two-sided, glossy	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C6817A
50 sheets, matte	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C6955A
100 sheets, tri-fold, two-sided, glossy	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C7020A
50 sheets, two-sided, glossy	11 x 17 (279.4 by 431.8 mm)	C6820A
50 sheets, two-sided, glossy	A4 (210 by 297 mm; 8.3 by 11.7 in)	C6818A
50 sheets, two-sided, glossy	A3 (297 by 420 mm; 11.7 by 16.5 in)	C6821A

HP Premium Inkjet Paper

200 sheets, one-sided coated	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	51634Y
100 sheets, one-sided coated	11 x 17 (279.4 by 431.8 mm)	C1855A
200 sheets, one-sided coated	A4 (210 by 297 mm; 8.3 by 11.7 in)	51634Z
100 sheets, one-sided coated	A3 (297 by 420 mm; 11.7 by 16.5 in)	C1856A

HP Premium Inkjet Heavyweight Paper

100 sheets, two-sided coated	A4 (210 by 297 mm; 8.3 by 11.7 in)	C1853A

Presentation paper

HP Premium Inkjet Transparency Film

20 sheets	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C3828A
50 sheets	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C3834A
20 sheets	A4 (210 by 297 mm; 8.3 by 11.7 in)	C3832A
50 sheets	A4 (210 by 297 mm; 8.3 by 11.7 in)	C3835A

HP Premium Plus Inkjet Transparency Film

20 sheets	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C7030A
50 sheets	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C7028A
20 sheets	A4 (210 by 297 mm; 8.3 by 11.7 in)	C7031A
50 sheets	A4 (210 by 297 mm; 8.3 by 11.7 in)	C7029A

Photo paper

HP Premium Plus Photo Paper

20 sheets, glossy	102 by 153 mm; 4 by 6 in	C6944A
20 sheets, glossy	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C6831A
20 sheets, matte	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C6950A
20 sheets, glossy snapshot	A4 (210 by 297 mm; 8.3 by 11.7 in)	C6832A
20 sheets, matte	A4 (210 by 297 mm; 8.3 by 11.7 in)	C6951A

HP Premium Photo Paper

15 sheets, glossy	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C6039A
50 sheets, glossy	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C6979A
20 sheets, glossy	11 x 17 (279.4 by 431.8 mm)	C6058A
15 sheets, glossy	A4 (European) (210 by 297 mm; 8.3 by 11.7 in)	C6040A
15 sheets, glossy	A4 (Asian) (210 by 297 mm; 8.3 by 11.7 in)	C6043A
20 sheets, glossy	A3 (297 by 420 mm; 11.7 by 16.5 in)	C6059A

HP Photo Paper

20 sheets, two-sided glossy/matte	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C1846A
60 sheets, two-sided glossy/matte	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C6982A
20 sheets, two-sided glossy/matte	A4 (210 by 297 mm; 8.3 by 11.7 in)	C1847A
20 sheets, one-sided glossy	A4 (210 by 297 mm; 8.3 by 11.7 in)	C6765A

HP Colorfast Photo Paper

20 sheets, glossy	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C7013A
20 sheets, glossy	A4 (210 by 297 mm; 8.3 by 11.7 in)	C7014A

HP Photo Quality Paper

100 sheets, two-sided, matte	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C7007A
25 sheets, two-sided, semi-gloss	U.S. Letter (216 by 279 mm; 8.5 by 11 in)	C6983A
25 sheets, two-sided, semi-gloss	A4 (European) (210 by 297 mm; 8.3 by 11.7 in)	C6984A
25 sheets, two-sided, semi-gloss	A4 (Asian) (210 by 297 mm; 8.3 by 11.7 in)	C7006A

Design paper

HP Design Heavyweight Paper

100 sheets, one-sided coated	Super B (13 x 19 inches) (330 by 483 mm)	C6790A

HP Design Glossy Paper

50 sheets	Super B (13 x 19 inches) (330 by 483 mm)	C6791A

10 Contacting customer support and specifications

Contacting customer support

If your printer is not operating properly and the troubleshooting suggestions in this guide do not solve your problem, try using one of the following support services to obtain assistance.

There are no user-serviceable parts inside the printer.

Finding HP help on the Web

HP provides several resources on the Web to provide help with your printer whenever you want.

Visit http://www.hp.com/go/support to find information for your printer model. Once you enter the section that covers your printer model, you will be able to choose information about setting up and using your printer, downloading printer drivers, solving a problem, ordering, and the warranty.

Telephone support

During the warranty period, you can obtain assistance from the HP Customer Care Center. This phone service is available at no charge during the printer warranty period.

Customer support representatives can answer your questions regarding the setup, configuration, installation, and operation of your printer. They can also help troubleshoot and diagnose printer problems and give instructions for service and repair.

By calling a telephone number listed here, you will be connected to a response team waiting to help you.

Note   In most situations, you can receive support for a fee through the same telephone number if you require support after your warranty has expired. The fee is charged on a per-incident basis.

Before you call

Before calling, print a Configuration Page. This page includes information that the HP Customer Care Center representative will need to help diagnose and solve your problem.

Also, fill in the following information to give to the representative.

1   What is the brand and model of your computer?

2   What operating system is the computer running?

3   Which printer driver are you using (PCL 5C or Postscript)?

North America

During warranty	**U.S.:** (208) 323 2551 Monday through Friday, 6 am to 6 pm (MST) **Canada:** (905) 206 4663 Monday through Friday, 8 am to 8 pm (EST)
After warranty	**U.S.:** (208) 323 2551 Monday through Friday, 6 am to 6 pm (MST) **Canada:** toll free (877) 621 4722 (Visa, MasterCard, or American Express) Monday through Friday, 8 am to 8 pm (EST)

Outside North America

Note   In many European countries, HP provides toll-free telephone support service during the warranty period. However, some of the phone numbers listed below might not be toll-free. Please refer to the Support Web Page (http://www.hp.com/cpso-support/guide/psd/cscemea.html) for any associated fees.

Africa/Middle East 41 22 780 71 11	**Argentina** *Buenos Aires:* 11 4778 8380 *Outside Buenos Aires:* 0810 555 5520
Australia *During warranty:* 3 8877 8000 *After warranty:* If your product is not under warranty, you can call 613 8877 8000. A per-incident, out-of-warranty support fee of $27.50(inc GST) will be charged to your credit card. You can also call 1902 910 910 ($27.50 charged to your phone account) from 9:00 am to 5:00 pm, Monday to Friday. (Charges and support hours are subject to change without notice.)	
Austria 0660 6386	**Belgium** *Dutch:* 02 626 88 06 *French:* 02 626 88 07
Brazil *São Paulo:* 11 3747 7799 or 11 4197 4998 *Outside São Paulo:* 0800 15 7751 or 0800 13 0999	**Chile** 800 36 0999
China 010 6564 5959 or 800 810 5959	**Colombia** 9 800 91 9477
Czech Republic 02 471 7327	**Denmark** 39 29 4099
Finland 0203 4 7 288	**France** 01 43 62 34 34
Germany 0180 52 58 143	**Greece** 01 6189890
Hong Kong 300 28555	**Hungary** 36 1 252 4505
India 9111 682 6035	**Indonesia** 21 350 3408
Ireland 01 662 5525	**Italy** 02 264 10350
Japan 0570-000511	**Korea** *Seoul:* 02 3270 0700 *Outside Seoul:* 080 999 0700
Malaysia 03 295 2566	**Mexico** *Mexico City:* 5258 9922 *Outside Mexico City:* 01 800 472 6684
New Zealand 09 356 6640	**Norway** 22 11 6299
Peru 0 800 10111	**Philippines** 2 867 3551

Poland 22 865 98 00	**Portugal** 1 441 7 199
Puerto Rico 1 877 232 0589	**Russia** 095 923 50 01
Singapore 272 5300	**Spain** 902 321 123
Sweden 8 619 2170	**Switzerland** 0 848 80 11 11
Taiwan 2 2717 0055	**Thailand** 2 6614000
The Netherlands 020 606 8751	**Turkey** 1 216 579 71 71
United Kingdom 0 207 512 5202	**Venezuela** *Caracas:* 207 8488 *Outside Caracas:* 800 10111
Vietnam 8 823 4530	

Calling from elsewhere in the world

Contact your local dealer or nearest HP Sales and Support Office for technical assistance or hardware repair services.

Printer specifications

For media and paper-handling specifications, see "Media and paper-handling specifications."

Specification		Value
Available printer models	HP Business Inkjet 2600	C8109A
	HP Business Inkjet 2600dn	C8110A
Physical dimensions	HP Business Inkjet 2600	724 mm (28.5 in) W by 283 mm (11.1 in) H by 568 mm (22.4 in) D
	HP Business Inkjet 2600dn	724 mm (28.5 in) W by 283 mm (11.1 in) H by 645 mm (25.4 in) D
Weight	HP Business Inkjet 2600	18.0 kg (39.7 lb) without printheads or ink cartridges
	HP Business Inkjet 2600dn	19.5 kg (43.0 lb) without printheads or ink cartridges

Specification		Value
Connectivity	HP Business Inkjet 2600	● IEEE 1284-compliant bidirectional parallel ● USB port ● 1 open EIO slot ● HP PCL 5C and Postscript 3 Emulation Personalities Card in second EIO slot
	HP Business Inkjet 2600dn	● IEEE 1284-compliant bidirectional parallel ● USB port ● HP PCL 5C and Postscript 3 Emulation Personalities Card in first EIO slot ● HP Jetdirect internal print server for Fast Ethernet 10/100Base-TX in second EIO slot
Print method		Plain paper drop-on-demand thermal inkjet printing
Print cartridges		4 print cartridges (1 each for black, cyan, magenta, and yellow)
Printheads		4 printheads (1 each for black, cyan, magenta, and yellow)
Printer memory		48 MB of built-in RAM, up to 176 MB with optional 64/128 MB (SDRAM,100MHz) DIMM
Printer processor		Dual microprocessors: ● NEC 64-bit MIPS RISC (167MHz) ● Motorola 32-bit ColdFire 4 RISC (160 MHz)
Print speed (U.S. Letter and A4)		Fast mode ● Black text: 15 pages per minute (ppm) ● Mixed text with color graphics: 11 ppm Normal mode ● Black text: 8 ppm ● Mixed text with color graphics: 6 ppm

Specification		Value
Resolution	Monochrome	Up to 1200 by 600 dots per inch (dpi)
	Color	HP's enhanced Color Layering Technology with Colorsmart III and PhotoREt III for photo quality (up to 1200 by 600 dpi on photo paper)
Printer languages		Automatic language switching ● PCL 5C ● Postscript 3 emulation ● HP GL/2 ADI
Control panel languages		English, French, Italian, German, Spanish, Portuguese, Dutch, Norwegian, Finnish, Swedish, Danish, Polish, Czech, Russian
Operating system compatibility		● Windows 95, Windows 98, Windows Me, Windows NT 4.0, Windows 2000, and Windows XP ● Mac OS 8.6 and later (including Mac OS X) ● AutoCAD releases 13, 14, and AutoCAD 2000

Specification		Value
Network operating system compatibility	HP Business Inkjet 2600	● Windows 95, Windows 98, Windows Me, Windows NT 4.0, Windows 2000, and Windows XP
	HP Business Inkjet 2600dn	● Windows 95, Windows 98, Windows Me, Windows NT 4.0, Windows 2000, and Windows XP ● Novell NetWare 4.x, 5.x, NDS and NDPS ● HP-UX 10.20, 11.x ● Solaris 7, 8 ● RedHat Linux 6.2 ● SuSE Linux 6.4 ● Mac OS 8.6 and later ● IBM OS/2 Warp 4.x, AIX 3.2.5 and later* ● MPE-iX* ● Artisoft LANtastic* * Contact your network operating system vendor for software, documentation and support.

Specification		Value
System requirements **Note:** Graphic-intensive, complex, and large files might require more disk space.	Minimum	● **Windows 95 and Windows 98:** 486DX-100 Mhz, 16 MB RAM, 4 MB free hard-disk space ● **Windows Me:** Pentium® 166 Mhz, 32MB RAM, 4MB free hard-disk space ● **Windows XP:** Pentium 233MHz, 64MB RAM, 1.5GB free hard-disk space ● **Windows NT 4.0:** Pentium 100Mhz, 32MB RAM, 8MB free hard-disk space ● **Windows 2000:** Pentium 166MHz, 64MB RAM, 650MB free hard-disk space ● **Mac OS 8.6 or later:** 16MB RAM
	Recommended	● **Windows 95, Windows 98, and Windows Me:** Pentium 266Mhz, 32MB RAM, 4MB free hard-disk space ● **Windows XP:** Pentium 300MHz, 128MB RAM, 1.5GB free hard-disk space ● **Windows NT 4.0:** Pentium 266Mhz, 64MB RAM, 8MB free hard-disk space ● **Windows 2000:** Pentium 266Mhz, 64MB RAM, 650MB free hard-disk space ● **Mac OS 8.6 or later:** 32MB RAM
Font support		● 45 TrueType and 35 Postscript fonts built-in (all Postscript emulation and PCL 5C-accessible) ● Intellifont and TrueType rasterizer built into PCL 5C ● Built-in support for Arabic, Cyrillic, Greek, and Hebrew symbol sets
Duty cycle		12,000 pages/month

Specification		Value
Warranty		1 year limited warranty
Operating environment	Operating temperature	5° to 40°C (41° to 104°F)
	Recommended operating conditions	15° to 35°C (59° to 95°F)
	Storage temperature	-40° to 60°C (-40° to 140°F)
	Recommended relative humidity	20 to 80 percent noncondensing
Electrical specifications	Power supply	Built-in universal power supply
	Power requirements	Input voltage: 100 to 240 ac (+/-10%), 50/60 Hz (+/-3 Hz)
	Power consumption	● Printing (maximum): 65 watts ● Powersave mode: 20 watts
Acoustic emissions (Noise levels per ISO 9614-1)	Sound pressure (bystander position)	LpAm 49 dB(A)
	Sound power	LwAm 61 dB(A)

Hewlett-Packard Limited Warranty Statement

HP product	Duration of Limited Warranty
Software	90 days
Accessories	1 year
Ink cartridges	90 days
Printer peripheral hardware (see below for details)	1 year

Extent of Limited Warranty

1 Hewlett-Packard warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.

2 For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.

3 HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:

  c Improper maintenance or modification;

  d Software, media, parts, or supplies not provided or supported by HP;

  e Operation outside the product's specifications.

4 For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.

5 If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.

6 If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.

7 HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.

8 Any replacement product may be either new or like new, provided that it has functionality at least equal to that of the product being replaced.

9 HP products may contain remanufactured parts, components, or materials equivalent to new in performance.

10 HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, are available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

Limitations of Warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

Limitations of Liability

1 To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.

2 TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Local Law

1 This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.

2 To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:

a Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a customer (e.g. the United Kingdom);

b Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or

c Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.

3 FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

Declaration of Conformity

according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name:	Hewlett-Packard Española S.A.
Manufacturer's Address:	InkJet Commercial Division
	Avda. Graells, 501
	08190 Sant Cugat del Vallès
	Barcelona, Spain

Declares that the product

Product Name:	HP Business Inkjet 2600 Series
Model Number (s):	C8109X and C8110X (where X represents any single letter)
Product Accessory:	All

Conforms to the following Product Specifications:

Safety:	IEC 60950 (1991) + A1, A2, A3, A4
	EN 60950 (1992) + A1, A2, A3, A4, A11
	CSA/UL 60950 (1999)
	NOM-019-SCFI-1994
	EMKO-TSE (74) DK 207/94
	GB 4943 (1995)
	IEC 60825-1 (1993) + A1 / EN 60825-1 (1994) + A11 Class 1 for LED
EMC:	CISPR 22:1993 + A1 + A2 / EN 55022:1994 + A1 + A2 Class B[1][2]
	CISPR 24:1997 / EN 55024:1998
	IEC 61000-3-2:1995 / EN 61000-3-2:1995 + A14
	IEC 61000-3-3:1994 / EN 61000-3-3:1995
	FCC Part 15 - Class B / DOC-B / VCCI-B / MIC-A / BSMI-A
	AS/NZS 3548[1] / GB 9254:1988

Supplementary Information:

The product herewith complies with the requirements of the Low-Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC, and carries the CE marking accordingly.

(1) The product exhibits class A operation when connected to LAN cables using print server accessories.

(2) The product was tested in a typical system with a Hewlett-Packard Personal Computer and second peripheral.

Sant Cugat del Vallès (Barcelona),	Josep-Maria Pujol,
September 1st, 2001	Product Regulations Manager

European Contact: Your local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ - TRE, Herrenberger Strasse 130, D-71034 Böblingen, Germany (FAX: +49 7031 143143

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